



Our Performance 2017/18



ABOUT THIS DOCUMENT

This document sets out the performance of London Fire Brigade during the 2017/18 (1 April 2017 to 31 March 2018).

The information about our performance is organised according the three strategic aims as set out in our London Safety Plan (LSP) 2017-2020.

As part of the LSP, the London Fire and Emergency Planning Authority (LFEPA) agreed a suite of performance indicators (with targets) and service measures (without targets). The indicators, which include some headline performance measures, are the performance measures to show progress in achieving the commitments set out in the LSP. The context measures (which do not have targets) provide background and show the volume of a particular activity, but no specific action is proposed to manage performance. Where available, data is provided for each month from April 2013 (2013/14 year) together with associated targets for performance indicators. This LSP runs for four years.

The Brigade's overall objectives are set out in the LSP which is available [here](#).

For queries about this document call the LFB Information Management on 020 8555 1200 (ext 30352)
or email david.wyatt@london-fire.gov.uk

OUR AIMS

Our vision is to be a world class fire and rescue service for London, Londoners and visitors.

Our work is broadly delivered under three aims:

Aim 1 - Prevention and Protection

Aim 2 - Response and Resilience

Aim 3 - People and Resources

Key to abbreviations & symbols used

Commissioner and Directors

CFEP	Commissioner for Fire & Emergency Planning
DoFCS	Director of Finance & Contractual Services
DoO	Director of Operations
DoSA	Director of Safety and Assurance

RAG Status for indicator with target

	performance on target
	performance within 10% of target
	performance more than 10% from target

RAG Status for indicator without target

	better than previous 12 months
	worse than previous 12 months

Heads of service (HoS)

HoC	Head of Communications
HoCO	Head of Central Operations
HoCRM	Head of Control & Resource Management
HoDT	Head of Development & Training
HoF	Head of Finance
HoFS	Head of Fire Safety
HoFSt	Head of Fire Stations
HoHRM	Head of Human Resource Management
HoHS	Head of Health & Safety
HoICT	Head of Information & Communications Technology
HoLDS	Head of Legal and Democratic Services
HoOP	Head of Operational Policy
HoOR	Head of Operational Resilience
HoORIC	Head of Operational Review & Incident Command
HoP	Head of Procurement
HoSI	Head of Strategy and Inclusion
HoTSS	Head of Technical & Service Support

Keywords

LI	Corporate performance indicator
SM	Service measure - performance indicator without a target
Rolling 12 month	Running total of the data for the last 12 months
Number / % in quarter	Data for the 3 months of that quarter
Target	The desired level of performance which has agreed by the Corporate Management Board
Stretch target	A more challenging but still realistic target
10 yr. Average	10 year annual average performance
Annual data	data for that financial year

Performance indicator data

Performance indicators, unless otherwise stated, are displayed using rolling 12 month data. This is to avoid any significant fluctuations caused by factors such as seasonality, and to highlight the actual underlying performance trend.

Our Performance 2017/18

Contents

Aim 1	Indicator	Description	Page No.
P r e v e n t i o n a n d P r o t e c t i o n	H1	No. of boroughs below national average	1
	IP1	Fires - all	2
	H2	Dwelling fires - all	3
	H3	All non domestic primary fires in RRO properties	4
	H4	Fires in care homes & sheltered housing	5
	IP2	Arson incidents - all deliberate fires	6
	IP3	Outdoor rubbish fires - all	7
	CX1	Special services - all	8
	IP4	Road traffic collisions	9
	IP5	Effecting entry/exit	10
	CX2	Weather related flooding	11
	H5	Fire-related fatalities - 10 yr. average	12
	H6	Accidental fire deaths in the home	13
	CX3A	Fire deaths - all	14
	CX3B	Fatal fires - 10 yr. average	15
	CX3C	Deaths arising from fires in dwellings	16
	H7	Injuries from fire - 5 yr. average	17
	CX3E	Serious fire injuries	18
	CX4A	Deaths at special services	19
	CX4B	Injuries at special services	20
	IP6	Casualties at road traffic collisions	21
	H8	HFSVs by LFB staff	22
	CX5	Priority HFSVs - high risk people / places	23
	H9	Educating young people on the risks	24
	CO1	Time spent by station staff on community safety	25
	H10	All fire safety inspections / audits carried out	26
	IP7	Consultations received % response	27
	CO2	Alleged fire risks responded to within 3 hrs.	28
	CX6	Fire safety inspections / audits in high risk premises	29
	H11	False alarms due to AFAs - non domestic	30
	CX7	AFA's in all buildings	31
	IP8	Shut in lift releases	32

Aim 2	Indicator	Description	Page No.
R e s p o n s e a n d R e s i l i e n c e	CX8A	Number of 999 calls answered	33
	CX8B	Average time to answer an emergency (999) call	34
	CO3	Emergency 999 calls - % answered within 7 seconds	35
	IP9	Number of non-attended calls due to call filtering	36
	H12	Average time to deal with a 999 call (attended calls) in Control	37
	H13	Average arrival time - first appliance	38
	H14	Average arrival time - second appliance	39
	H15	Incidents with 1st appliance arrival time 10 minutes or less	40
	H16	Incidents with 1st appliance arrival time 12 minutes or less	41

Aim 3	Indicator	Description	Page No.
P e o p l e a n d R e s o u r c e s	CO6A	Working days lost to sickness - operational staff	42
	CO6B	Working days lost to sickness - FRS staff	43
	CO6C	Working days lost to sickness - control staff	44
	IP10A	Number of apprentices employed by the Brigade (FTE)	45
	IP10B	Number of apprentices employed by contractors (FTE)	45
	CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake	46
	CO7B	Improve the gender diversity of each trainee firefighter intake	46
	CO8	Gender diversity (men) of control staff	47
	CO9	Ethnic diversity (BAME) of FRS staff top earners	47
	CO10A	Pay ratio between highest and median salary	48
	CO10B	Gender pay gap - all staff (median)	48
	CX10-CX13	Workforce composition	49
	CX14	Promoted staff context measures	50
	CX15	Top earner context measures	51
	CX16	Voluntary leavers context measures	52
	IP19	Contractor staff paid London's Living Wage	53
	CO11	Road traffic collisions involving brigade vehicles	54
	CO12	Injuries from operational incidents	55
	CO13	RIDDOR events	56
	CX17	RIDDOR context measures	57
	CO14	Spend with small to medium sized enterprises (SMEs)	58
	CX18	Undisputed invoices from SME - paid within 10 days	59
	CO15	Reducing our CO ₂ emissions	60
	IP20	Total waste recycled (%)	61
	IP21	Energy generated through renewable resources (%)	62
	CO16	Requests for information (DPA, FoIA and EIR)	63
	IP22	Total complaints / compliments	64
		Additional measures	65
Index			66-67

Aim 1 – PREVENTION and PROTECTION

Our aim is to stop fires and other emergencies happening. When they do occur we want to make sure that people are equipped to deal with them. We also want to work with industry to support the development and building of safer homes, workplaces and places of entertainment.

We'll deliver this aim by:

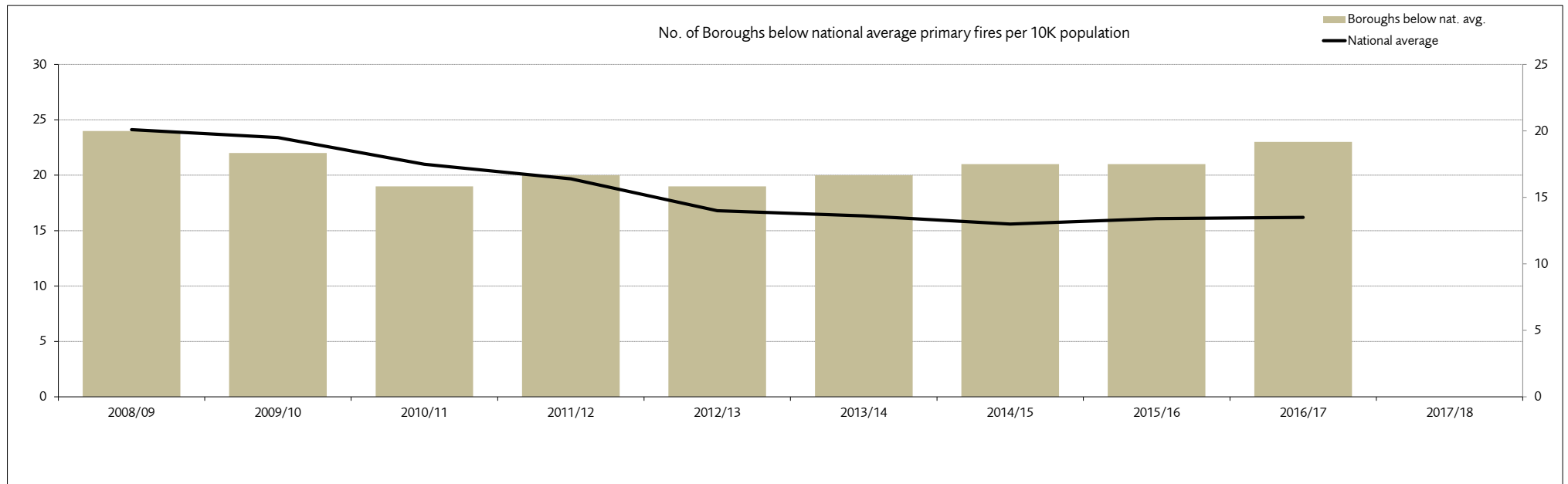
- Engaging with London's communities to inform and educate people in how to reduce the risk of fires and other emergencies.
- Influencing and regulating the built environment to protect people, property and the environment from harm.

Our commitments under this aim focus on activities that reduce fires and the impact they have, and by targeting people most at risk.

Our Performance 2017/18
AIM 1 : PREVENTION and PROTECTION

Fairness

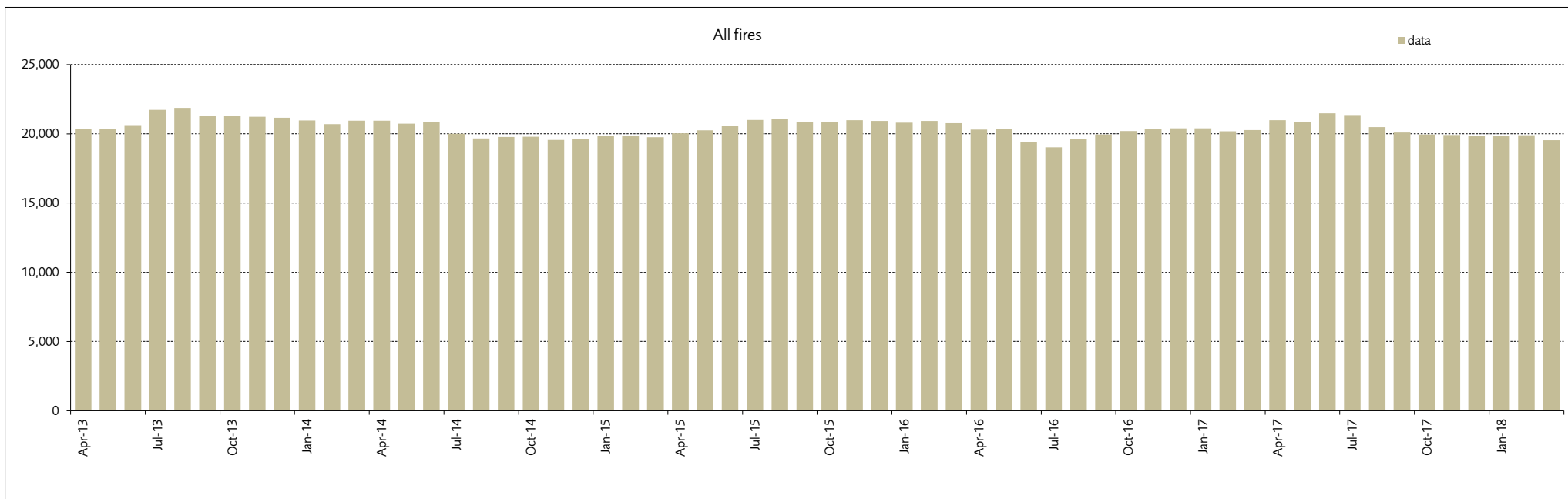
	H1		2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoFSt	No. of Boroughs below national average primary fires per 10K population <i>Annual data</i>	National average	20.1	19.5	17.5	16.4	14.0	13.6	13.0	13.4	13.5	-
		Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	-
		Target	-	-	-	-	-	-	-	-	-	22



Note : Data for 2017/18 is not available yet

Our Performance 2017/18
AIM 1 : PREVENTION and PROTECTION
Stop fires from happening

IP1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fires rolling 12 month	2013/14	20,368	20,372	20,626	21,726	21,873	21,327	21,321	21,231	21,158	20,958	20,704	20,949	down
		2014/15	20,941	20,733	20,847	19,993	19,661	19,766	19,796	19,564	19,622	19,838	19,882	19,760	down
		2015/16	20,039	20,258	20,560	21,004	21,064	20,823	20,874	20,988	20,923	20,802	20,922	20,774	down
		2016/17	20,304	20,318	19,391	19,023	19,624	19,942	20,199	20,330	20,388	20,401	20,177	20,268	down
		2017/18	20,979	20,881	21,484	21,351	20,476	20,090	19,949	19,919	19,863	19,831	19,893	19,535	down



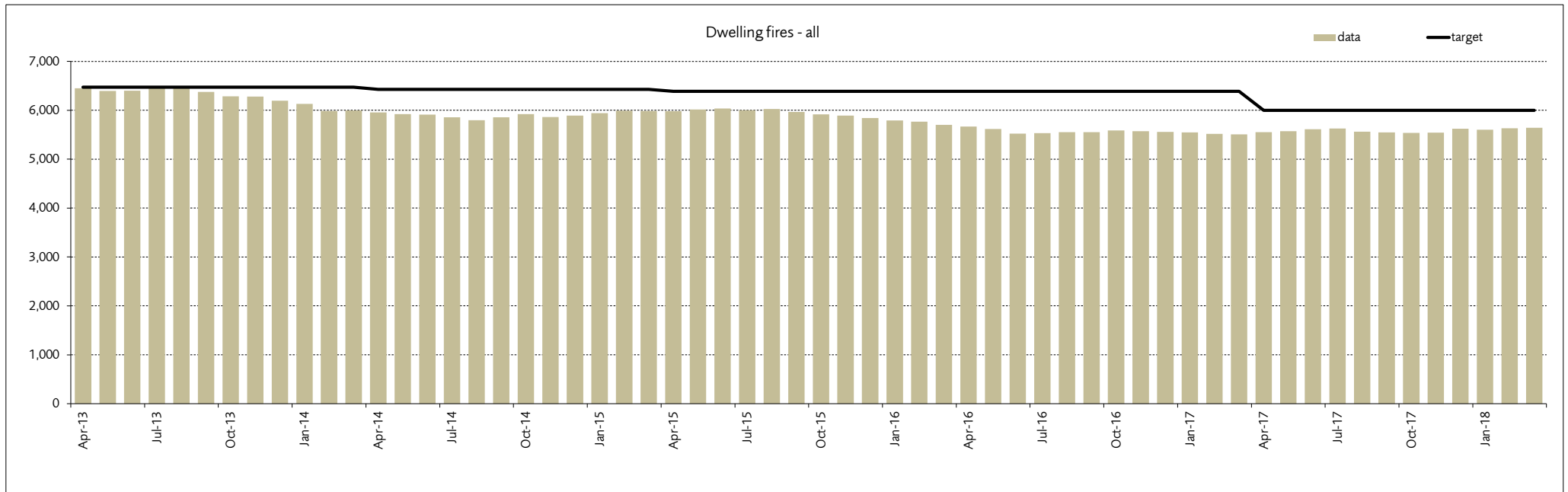
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP1	All fires	rolling 12 month	20,560	20,823	20,923	20,774	20,774	19,391	19,942	20,388	20,268	20,268	21,484	20,090	19,863	19,535	19,535
		per 10,000 population	23.7	24.0	24.1	24.0	24.0	22.1	22.7	23.2	23.1	23.1	24.4	22.9	22.6	22.2	22.2
		number in quarter	6,377	5,782	4,408	4,207		4,994	6,333	4,854	4,087		6,210	4,939	4,627	3,759	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

H2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Dwelling fires - all rolling 12 month	2013/14	6,452	6,397	6,402	6,475	6,476	6,374	6,288	6,283	6,197	6,131	5,987	5,996	6,472
		2014/15	5,959	5,924	5,914	5,855	5,799	5,858	5,920	5,861	5,893	5,942	5,992	5,989	6,427
		2015/16	5,984	6,018	6,038	6,000	6,027	5,967	5,915	5,892	5,840	5,790	5,769	5,704	6,390
		2016/17	5,667	5,617	5,524	5,534	5,552	5,554	5,587	5,574	5,558	5,548	5,518	5,508	6,390
		2017/18	5,554	5,573	5,614	5,630	5,564	5,549	5,538	5,542	5,624	5,604	5,635	5,641	6,000



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H2	Dwelling fires - all	rolling 12 month	6,038	5,967	5,840	5,704	5,704	5,524	5,554	5,558	5,508	5,508	5,614	5,549	5,624	5,641	5,641
		per 10,000 dwellings	17.48	17.27	16.91	16.51	16.51	15.85	15.94	15.95	15.81	15.81	16.11	15.92	16.14	16.19	16.19
		number in quarter	1,517	1,402	1,407	1,378		1,337	1,432	1,411	1,328		1,443	1,367	1,486	1,345	

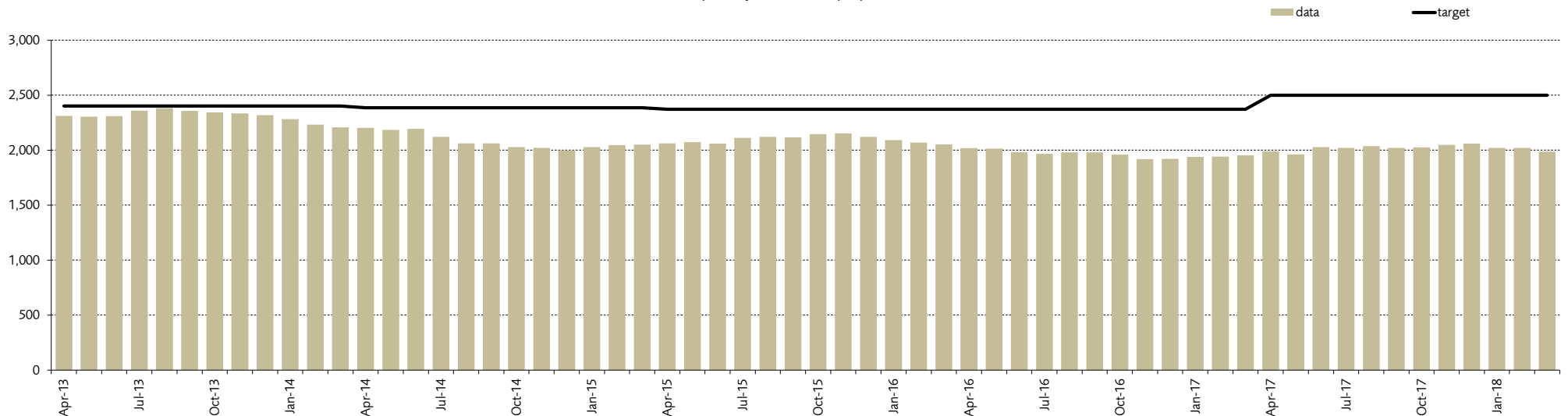
Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

H3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All non domestic primary fires in RRO properties rolling 12 month	2013/14	2,311	2,305	2,309	2,359	2,382	2,358	2,343	2,335	2,319	2,283	2,232	2,208	2,401
		2014/15	2,202	2,184	2,194	2,122	2,062	2,063	2,028	2,020	1,999	2,027	2,046	2,050	2,386
		2015/16	2,062	2,073	2,060	2,112	2,120	2,116	2,146	2,153	2,121	2,091	2,069	2,052	2,372
		2016/17	2,018	2,015	1,983	1,967	1,980	1,981	1,959	1,919	1,921	1,939	1,942	1,952	2,372
		2017/18	1,989	1,962	2,027	2,021	2,037	2,022	2,025	2,048	2,060	2,020	2,021	1,986	2,500

All non domestic primary fires in RRO properties



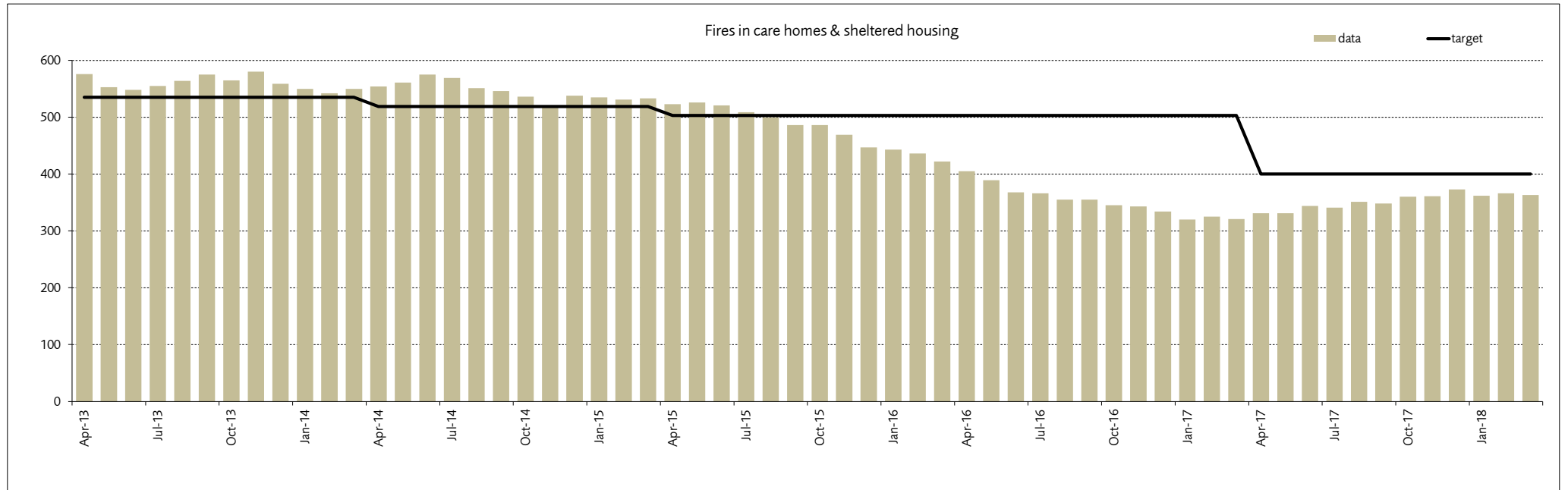
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H3	All non domestic primary fires in RRO properties	rolling 12 month	2,060	2,116	2,121	2,052	2,052	1,983	1,981	1,921	1,952	1,952	2,027	2,022	2,060	1,986	1,986
		per 10,000 non domestic properties	69.51	71.40	71.57	69.24	69.24	66.53	66.47	64.45	65.49	65.49	68.01	67.84	69.12	66.63	66.63
		number in quarter	551	517	511	473		482	515	451	504		557	510	489	430	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

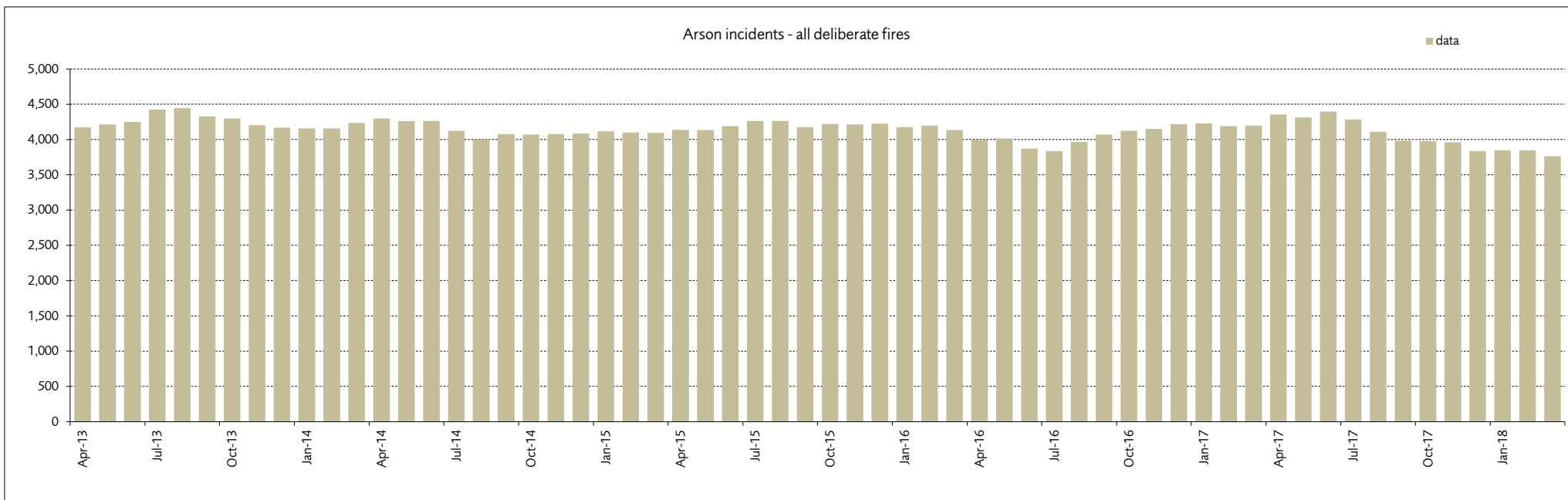
H4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fires in care homes & sheltered housing rolling 12 month	2013/14	576	553	548	555	564	575	565	580	559	550	542	550	535
		2014/15	554	561	575	569	551	546	536	521	538	535	531	533	519
		2015/16	523	526	521	509	500	486	486	469	447	443	436	422	503
		2016/17	405	389	368	366	355	355	345	343	334	320	325	321	503
		2017/18	331	331	344	341	351	348	360	361	373	362	366	363	400



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H4	Fires in care homes & sheltered housing	rolling 12 month	521	486	447	422	422	368	355	334	321	321	344	348	373	363	363
		number in quarter	124	99	91	108		70	86	70	95		93	90	95	85	

Our Performance 2017/18
AIM 1 : PREVENTION and PROTECTION
Stop fires from happening

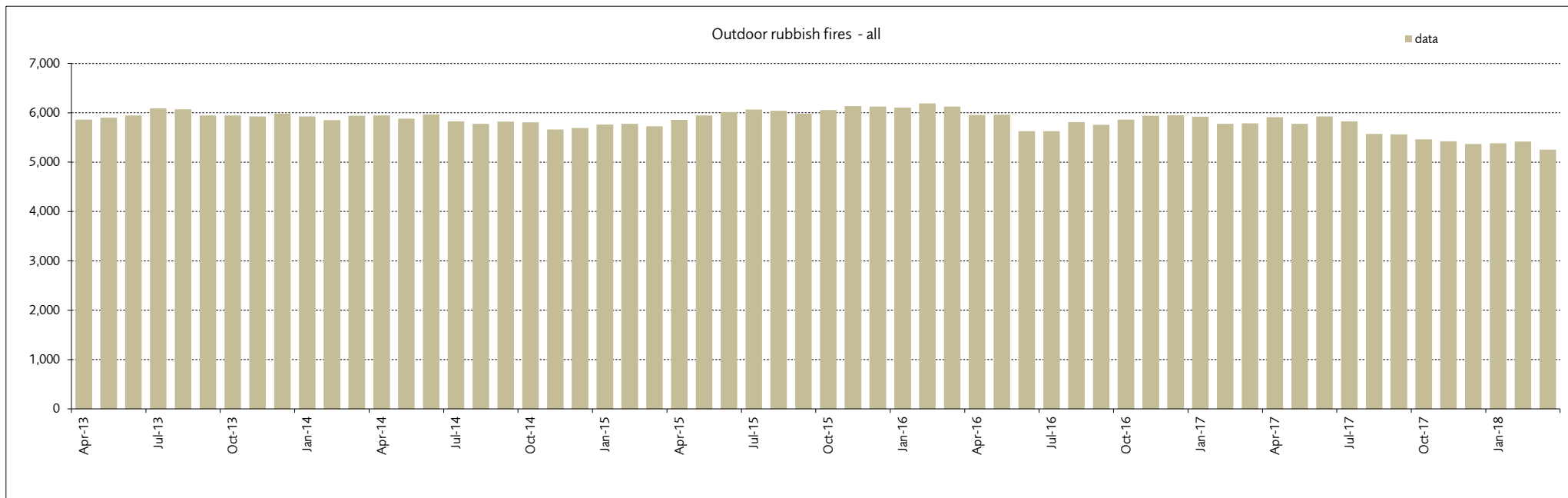
IP2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Arson incidents - all deliberate fires rolling 12 month	2013/14	4,173	4,214	4,250	4,423	4,446	4,326	4,297	4,205	4,169	4,157	4,157	4,237	down
		2014/15	4,299	4,261	4,265	4,124	4,001	4,077	4,069	4,078	4,086	4,115	4,099	4,094	down
		2015/16	4,137	4,135	4,191	4,264	4,264	4,176	4,221	4,213	4,224	4,177	4,198	4,135	down
		2016/17	3,996	4,016	3,871	3,835	3,965	4,071	4,122	4,153	4,218	4,230	4,189	4,196	down
		2017/18	4,356	4,314	4,395	4,285	4,110	3,984	3,975	3,959	3,835	3,847	3,847	3,763	down



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP2	Arson incidents - all deliberate fires	rolling 12 month	4,191	4,176	4,224	4,135	4,135	3,871	4,071	4,218	4,196	4,196	4,395	3,984	3,835	3,763	3,763
		per 10,000 population	4.83	4.81	4.87	4.77	4.77	4.40	4.63	4.80	4.77	4.77	5.00	4.53	4.36	4.28	4.28
		number in quarter	1,288	1,129	932	786		1,024	1,329	1,079	764		1,223	918	930	692	

Our Performance 2017/18
AIM 1 : PREVENTION and PROTECTION
Stop fires from happening

IP3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Outdoor rubbish fires - all rolling 12 month	2013/14	5,862	5,900	5,945	6,091	6,072	5,947	5,949	5,927	5,984	5,926	5,852	5,944	down
		2014/15	5,946	5,881	5,968	5,829	5,779	5,820	5,805	5,664	5,693	5,760	5,776	5,726	down
		2015/16	5,859	5,946	6,019	6,067	6,043	5,981	6,055	6,136	6,124	6,107	6,193	6,124	down
		2016/17	5,959	5,963	5,629	5,630	5,810	5,757	5,860	5,942	5,950	5,923	5,775	5,789	down
		2017/18	5,911	5,779	5,929	5,828	5,573	5,562	5,462	5,424	5,366	5,385	5,420	5,255	down



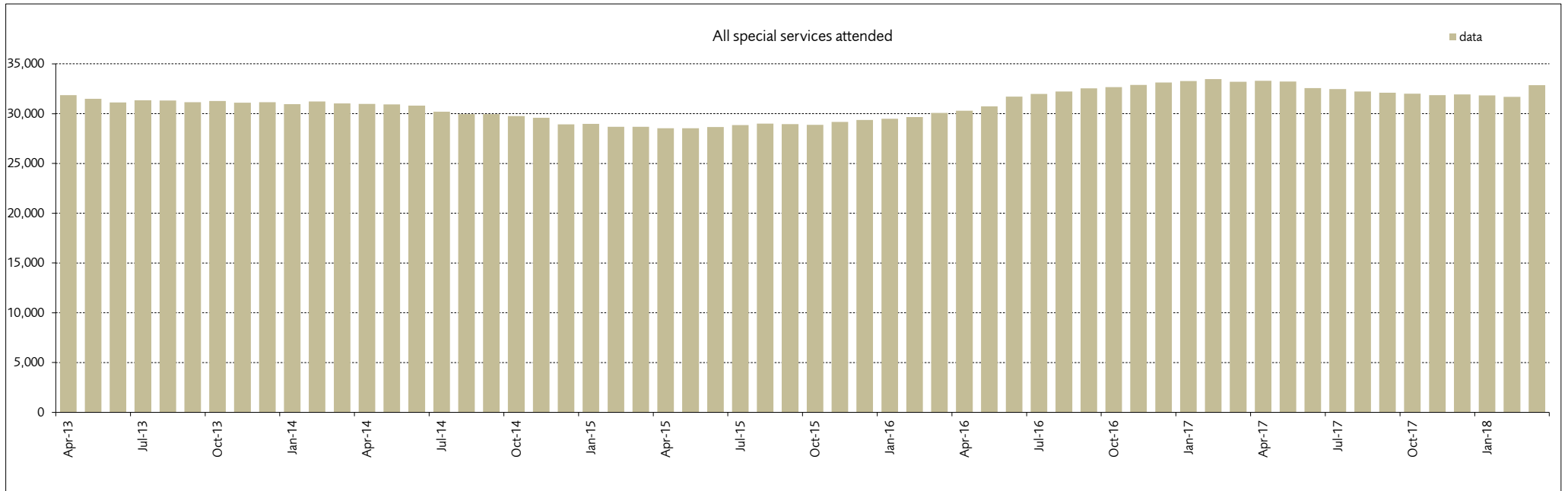
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP3	Outdoor rubbish fires - all	rolling 12 month	6,019	5,981	6,124	6,124	6,124	5,629	5,757	5,950	5,789	5,789	5,929	5,562	5,366	5,255	5,255
		number in quarter	2,070	1,549	1,276	1,229		1,575	1,677	1,469	1,068		1,715	1,310	1,273	957	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

CX1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All special services attended rolling 12 month	2013/14	31,868	31,485	31,134	31,342	31,326	31,144	31,267	31,108	31,156	30,957	31,213	31,032
		2014/15	30,982	30,917	30,811	30,200	29,952	29,956	29,763	29,575	28,922	28,972	28,686	28,682
		2015/16	28,526	28,527	28,663	28,853	28,992	28,944	28,871	29,160	29,366	29,483	29,668	30,067
		2016/17	30,296	30,733	31,703	31,981	32,233	32,553	32,665	32,892	33,124	33,271	33,473	33,206
		2017/18	33,292	33,225	32,570	32,476	32,220	32,104	32,016	31,859	31,931	31,823	31,677	32,858



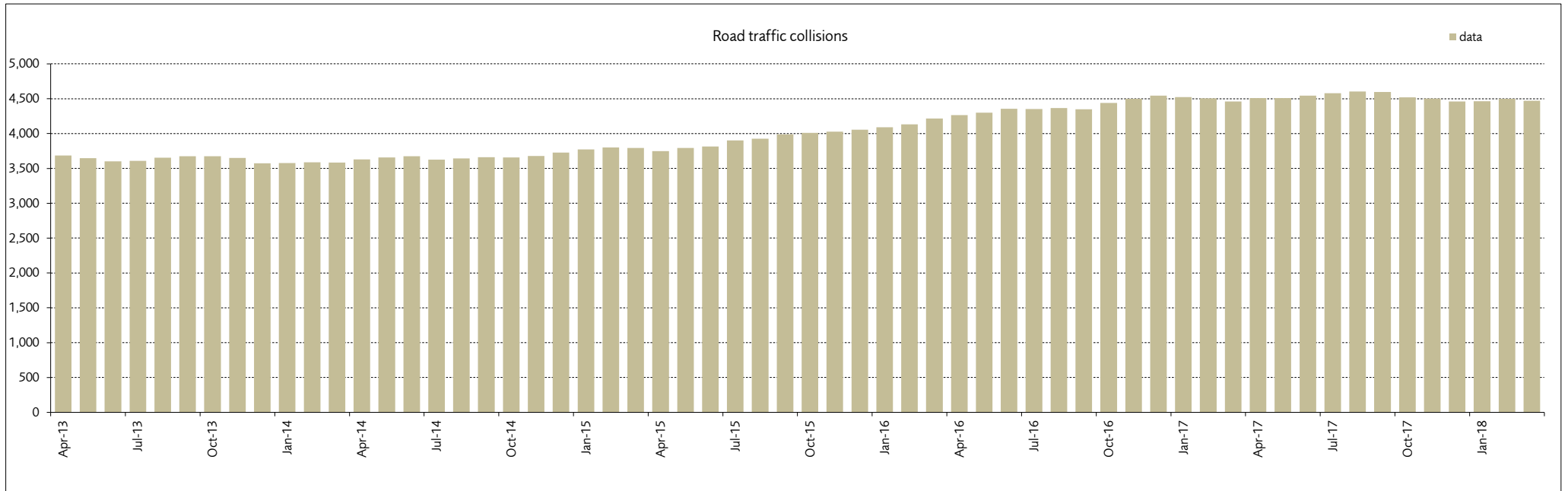
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX1	All special services attended	rolling 12 month	28,663	28,944	29,366	30,067	30,067	31,703	32,553	33,124	33,206	33,206	32,570	32,104	31,931	32,858	32,858
		number in quarter	7,149	7,878	7,597	7,443		8,785	8,728	8,168	7,525		8,149	8,262	7,995	8,452	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

IP4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Road traffic collisions rolling 12 month	2013/14	3,685	3,648	3,600	3,608	3,654	3,676	3,675	3,649	3,574	3,577	3,586	3,583	down
		2014/15	3,630	3,657	3,675	3,626	3,644	3,660	3,656	3,677	3,726	3,772	3,799	3,793	down
		2015/16	3,747	3,794	3,813	3,903	3,925	3,988	4,010	4,029	4,057	4,089	4,131	4,215	down
		2016/17	4,264	4,298	4,355	4,352	4,365	4,350	4,439	4,500	4,543	4,524	4,507	4,461	down
		2017/18	4,510	4,510	4,543	4,580	4,603	4,595	4,518	4,502	4,461	4,465	4,499	4,470	down



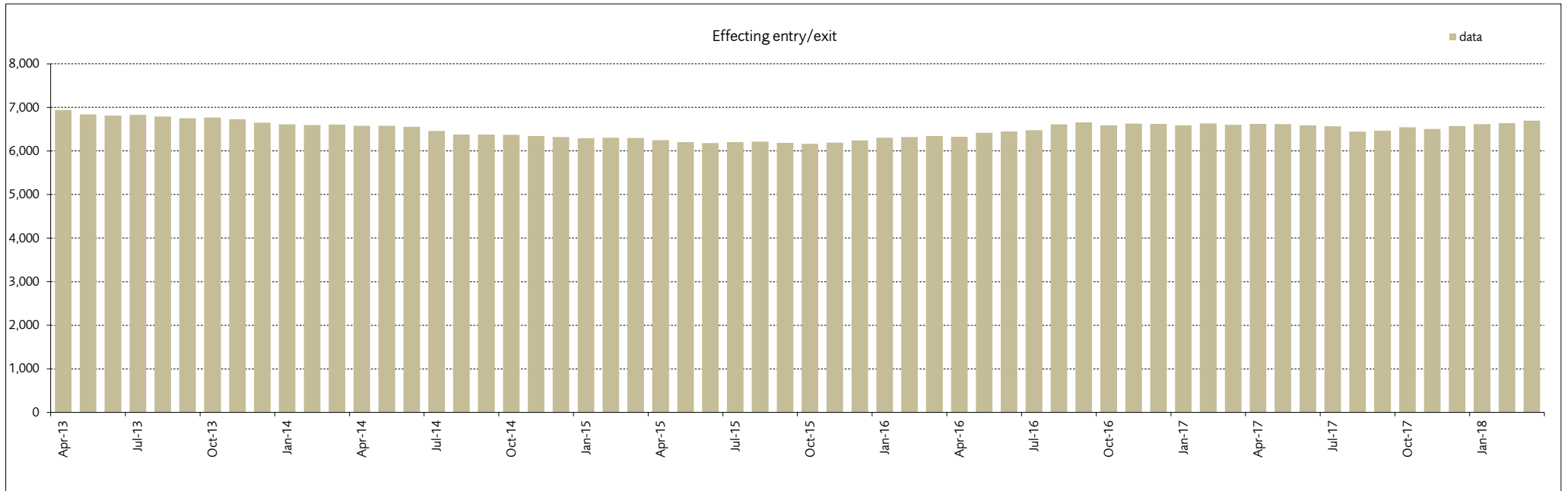
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP4	Road traffic collisions	rolling 12 month	3,813	3,988	4,057	4,215	4,215	4,355	4,350	4,543	4,461	4,461	4,543	4,595	4,461	4,470	4,470
		number in quarter	989	1,131	1,039	1,056		1,129	1,126	1,232	974		1,211	1,178	1,098	983	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

IP5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Effecting entry/exit rolling 12 month	2013/14	6,941	6,838	6,815	6,828	6,792	6,753	6,770	6,728	6,650	6,612	6,592	6,604	down
		2014/15	6,578	6,578	6,554	6,462	6,378	6,378	6,372	6,343	6,322	6,291	6,302	6,296	down
		2015/16	6,246	6,202	6,179	6,203	6,214	6,187	6,165	6,193	6,243	6,304	6,323	6,341	down
		2016/17	6,329	6,416	6,449	6,480	6,611	6,658	6,591	6,629	6,622	6,587	6,633	6,602	down
		2017/18	6,624	6,618	6,587	6,565	6,443	6,468	6,547	6,504	6,575	6,619	6,641	6,695	down



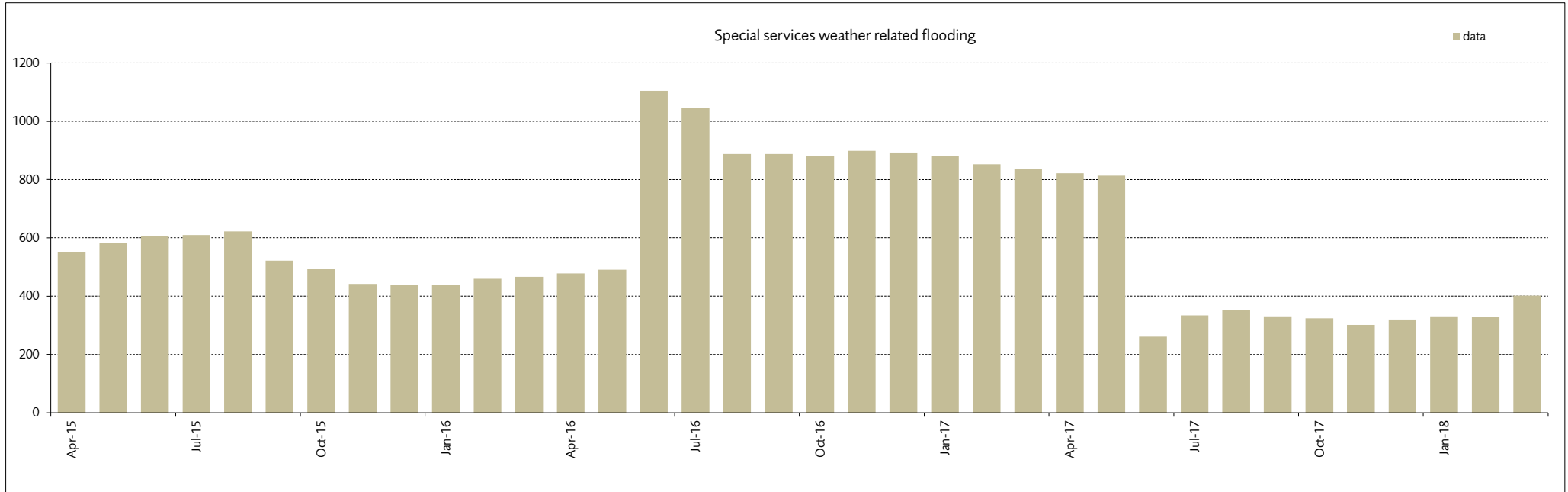
HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP5	Effecting entry/exit	rolling 12 month	6,179	6,187	6,243	6,341	6,341	6,449	6,658	6,622	6,602	6,602	6,587	6,468	6,575	6,695	6,695
		number in quarter	1,572	1,672	1,619	1,478		1,680	1,881	1,583	1,458		1,665	1,762	1,690	1,578	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

	CX2		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoOP	Special services Weather related flooding rolling 12 month	2015/16	551	582	606	610	622	522	494	442	438	438	460	466
		2016/17	478	491	1,105	1,046	888	888	881	899	893	881	853	837
		2017/18	822	813	261	334	352	331	324	301	320	331	329	402



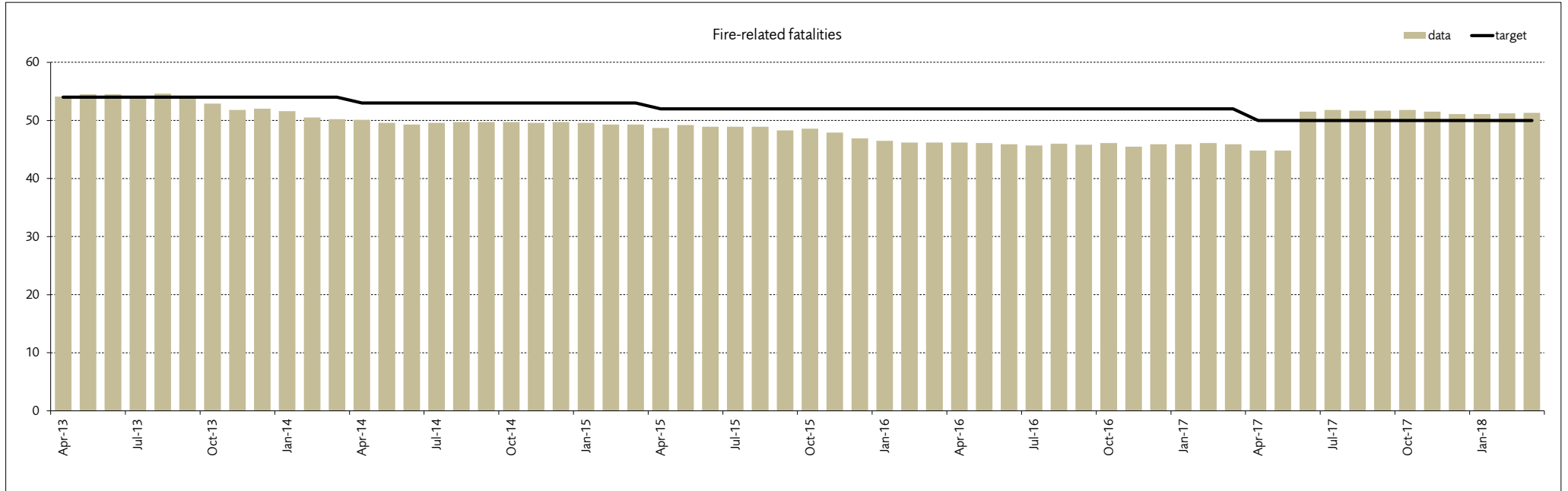
HoOP			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX2	Special services Weather related flooding	rolling 12 month	606	522	438	466	466	1,105	888	893	837	837	261	331	320	402	402
		number in quarter	63	268	47	88		702	51	52	32		126	121	41	114	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

H5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	2013/14	54	55	55	54	55	54	53	52	52	52	51	50	54
		2014/15	50	50	49	50	50	50	50	50	50	50	49	49	53
		2015/16	49	49	49	49	49	48	49	48	47	47	46	46	52
		2016/17	46	46	46	46	46	46	46	46	46	46	46	46	52
		2017/18	45	45	52	52	52	52	52	52	51	51	51	51	50



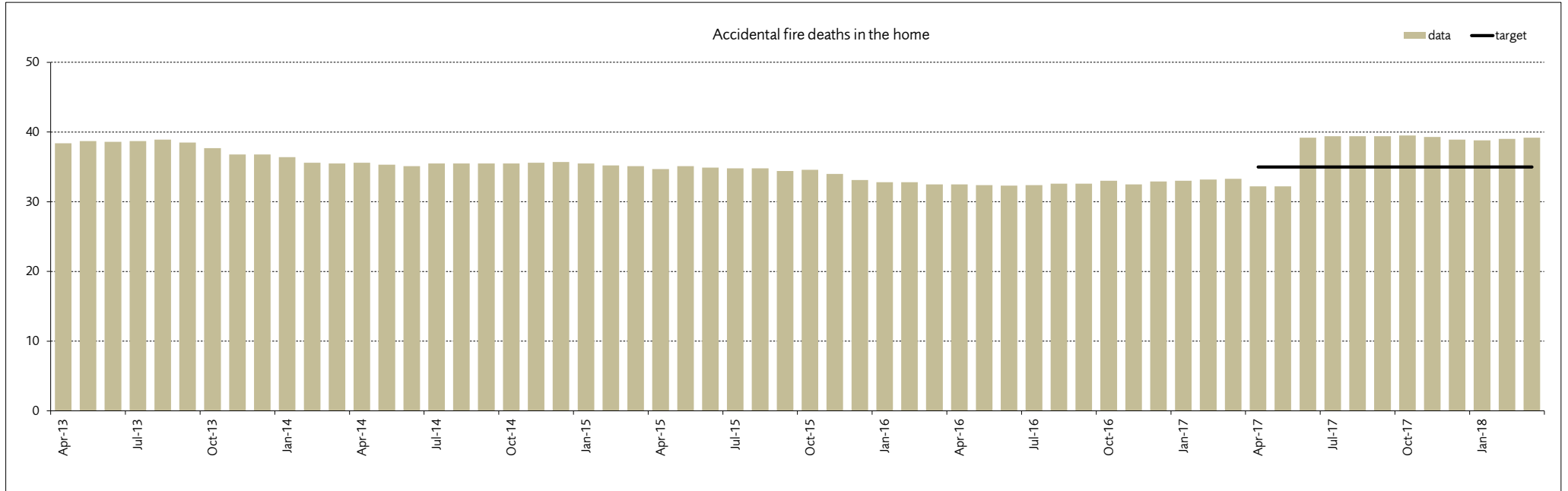
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H5	Fire-related fatalities	10 yr. Average	49	48	47	46	46	46	46	46	46	46	52	52	51	51	51
		rolling 12 month	37	32	32	36		35	39	46	44		109	108	103	110	
		per 100,000 population	0.43	0.37	0.37	0.42	0.42	0.40	0.44	0.52	0.50	0.50	1.24	1.23	1.17	1.25	1.25
		number in quarter	11	5	7	13		10	9	14	11		75	8	9	18	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

H6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Accidental fire deaths in the home 10 yr. average	2013/14	38	39	39	39	39	39	38	37	37	36	36	36	-
		2014/15	36	35	35	36	36	36	36	36	36	36	35	35	-
		2015/16	35	35	35	35	35	34	35	34	33	33	33	33	-
		2016/17	33	32	32	32	33	33	33	33	33	33	33	33	-
		2017/18	32	32	39	39	39	39	40	39	39	39	39	39	35



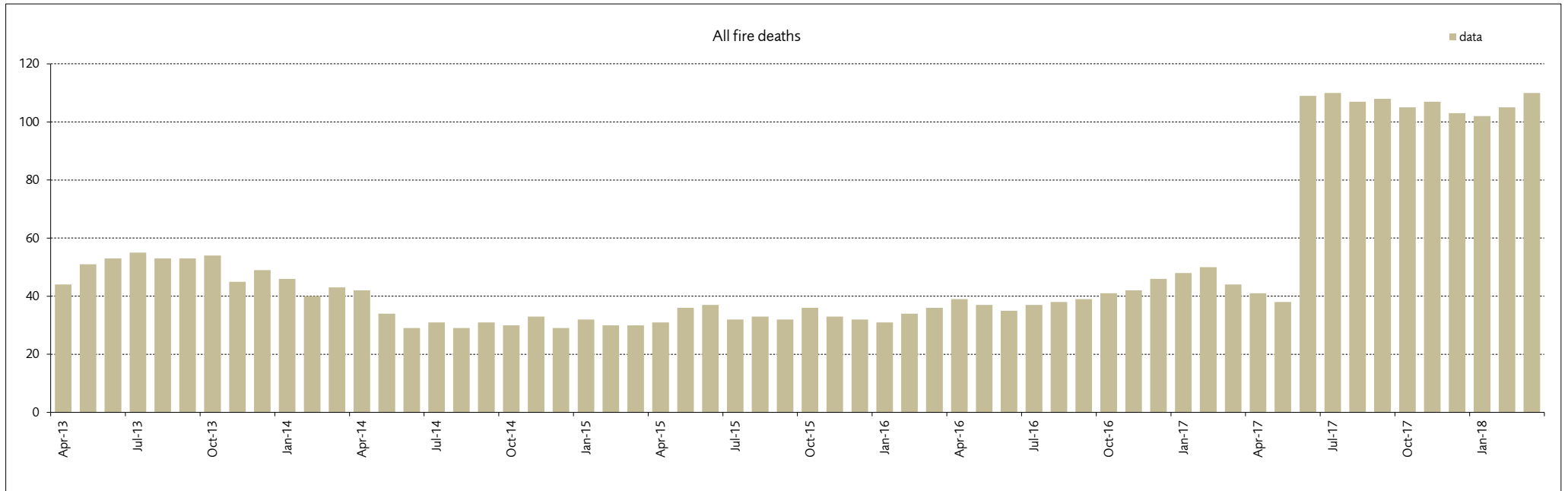
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H6	Accidental fire deaths in the home	10 yr. Average	35	34	33	33	33	32	33	33	33	33	39	39	39	39	39
		rolling 12 month	28	23	19	21		19	24	35	39		107	105	99	102	
		per 100,000 population	0.32	0.27	0.22	0.24	0.24	0.22	0.27	0.40	0.44	0.44	1.22	1.19	1.13	1.16	1.16
		number in quarter	8	3	3	7		6	8	14	11		74	6	8	14	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

CX3A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All fire deaths rolling 12 month	2013/14	44	51	53	55	53	53	54	45	49	46	40	43
		2014/15	42	34	29	31	29	31	30	33	29	32	30	30
		2015/16	31	36	37	32	33	32	36	33	32	31	34	36
		2016/17	39	37	35	37	38	39	41	42	46	48	50	44
		2017/18	41	38	109	110	107	108	105	107	103	102	105	110



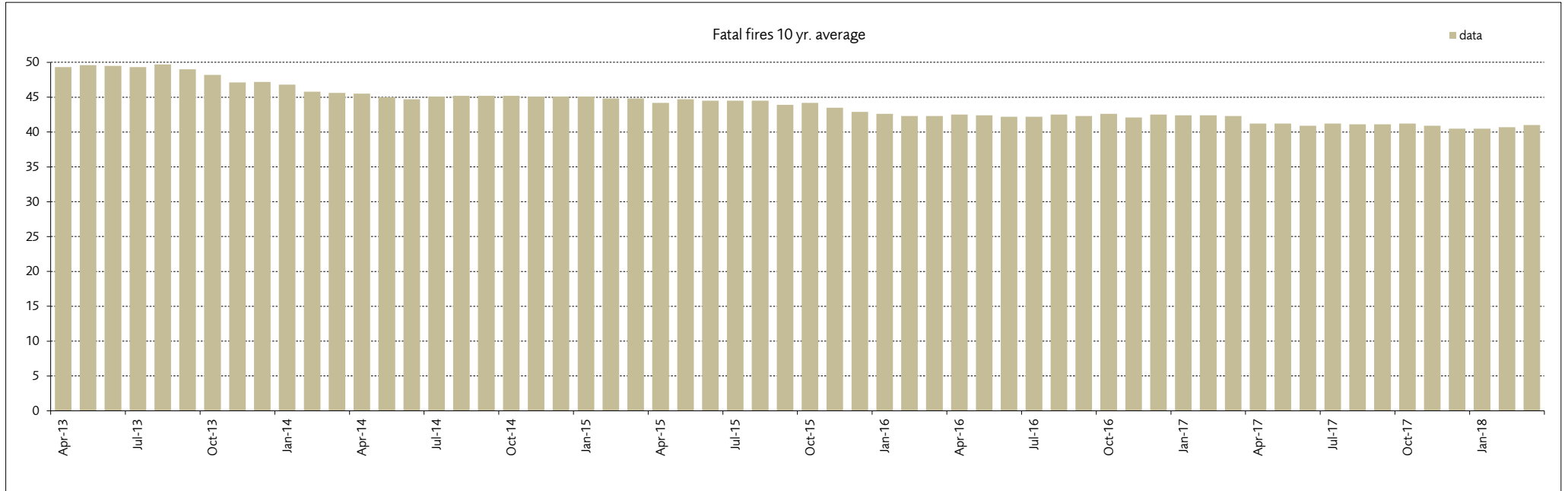
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3A	All fire deaths	rolling 12 month	37	32	32	36	36	35	39	46	44	44	109	108	103	110	110
		number in quarter	11	5	7	13		10	9	14	11		75	8	9	18	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

CX3B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Fatal fires 10 yr. average	2013/14	49.3	49.6	49.5	49.3	49.7	49.0	48.2	47.1	47.2	46.8	45.8	45.6
		2014/15	45.5	45.0	44.7	45.1	45.2	45.2	45.2	45.1	45.1	45.1	44.8	44.8
		2015/16	44.2	44.7	44.5	44.5	44.5	43.9	44.2	43.5	42.9	42.6	42.3	42.3
		2016/17	42.5	42.4	42.2	42.2	42.5	42.3	42.6	42.1	42.5	42.4	42.4	42.3
		2017/18	41.2	41.2	40.9	41.2	41.1	41.1	41.2	40.9	40.5	40.5	40.7	41.0



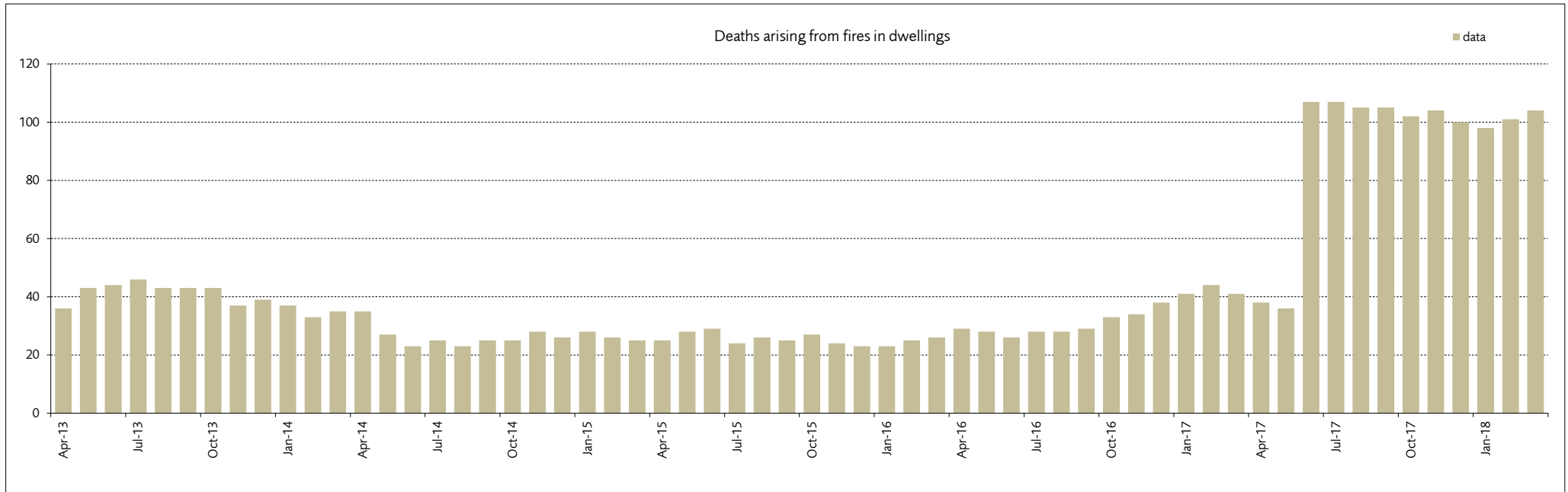
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3B	Fatal fires	10 yr. average	44.5	43.9	42.9	42.3	42.3	42.2	42.3	42.5	42.3	42.3	40.9	41.1	40.5	41.0	41.0
		rolling 12 month	36	31	32	36	36	35	39	46	41	41	36	35	30	39	39
		number in quarter	11	5	7	13		10	9	14	8		5	8	9	17	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

CX3C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths arising from fires in dwellings rolling 12 month	2013/14	36	43	44	46	43	43	43	37	39	37	33	35
		2014/15	35	27	23	25	23	25	25	28	26	28	26	25
		2015/16	25	28	29	24	26	25	27	24	23	23	25	26
		2016/17	29	28	26	28	28	29	33	34	38	41	44	41
		2017/18	38	36	107	107	105	105	102	104	100	98	101	104



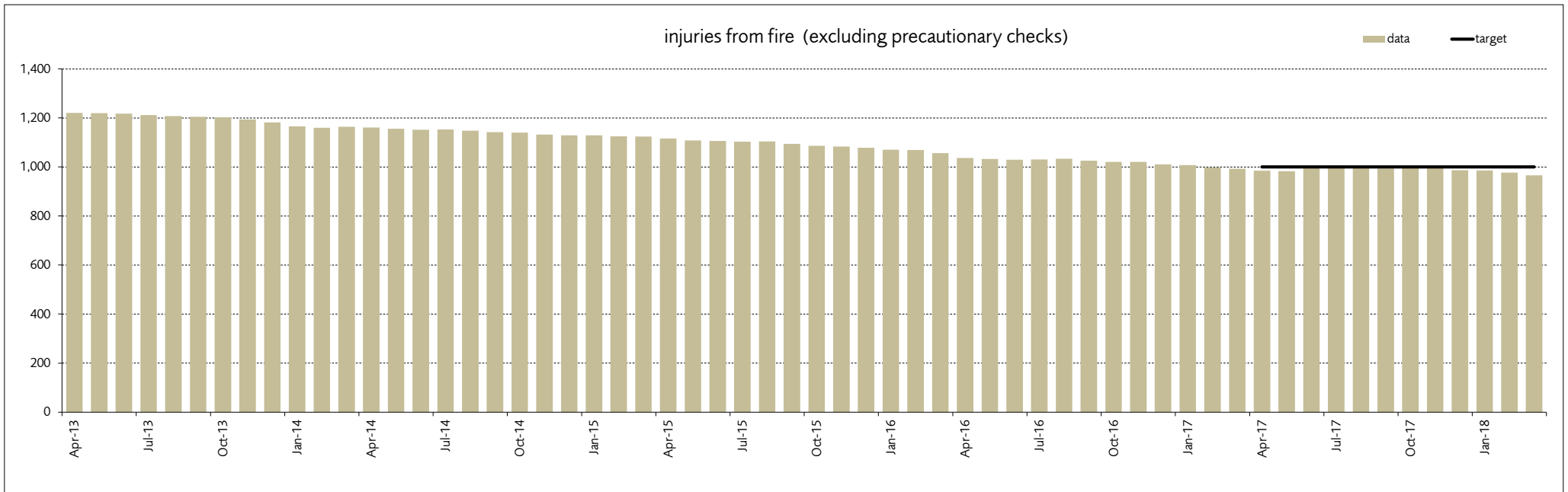
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3C	Deaths arising from fires in dwellings	rolling 12 month	29	25	23	26	26	26	29	38	41	41	107	105	100	104	104
		number in quarter	8	5	5	8		8	8	14	11		74	6	9	15	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

H7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Injuries from fire (excluding precautionary checks) five year average	2013/14	1,220	1,220	1,217	1,212	1,208	1,204	1,203	1,194	1,182	1,166	1,160	1,164	-
		2014/15	1,161	1,156	1,152	1,153	1,148	1,142	1,140	1,132	1,129	1,129	1,125	1,124	-
		2015/16	1,116	1,109	1,107	1,104	1,104	1,094	1,086	1,083	1,078	1,071	1,069	1,057	-
		2016/17	1,036	1,033	1,030	1,030	1,034	1,026	1,021	1,021	1,010	1,008	998	993	-
		2017/18	985	983	1,003	1,005	997	994	996	997	987	986	977	966	1,000



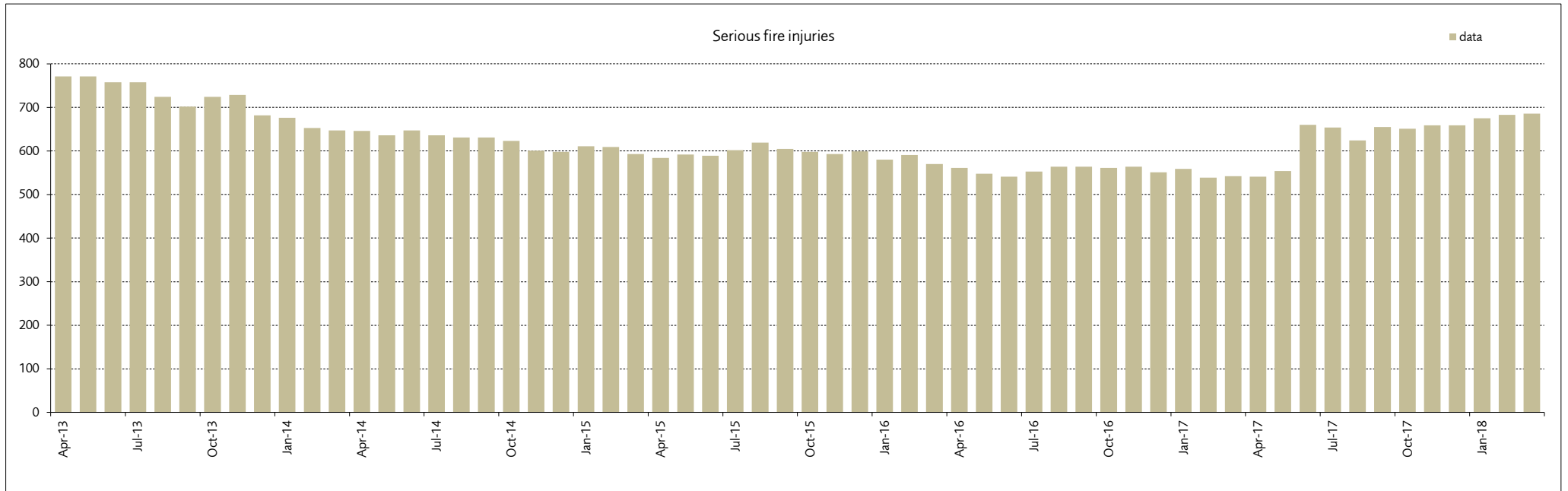
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	1,107	1,094	1,078	1,057	1,057	1,030	1,026	1,010	993	993	1,003	994	987	966	966
		rolling 12 month	973	989	984	947	947	899	927	889	851	851	993	991	1,036	1,045	1,045
		number in quarter	240	224	242	241		192	252	204	203		334	250	249	212	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

CX3E			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Serious fire injuries rolling 12 month	2013/14	771	771	758	758	724	702	724	729	682	676	653	647
		2014/15	646	636	647	636	631	631	623	601	598	611	609	593
		2015/16	584	592	589	602	619	605	598	593	599	580	591	570
		2016/17	561	548	541	553	564	564	561	564	551	559	539	542
		2017/18	541	554	660	654	624	655	651	659	659	675	683	686



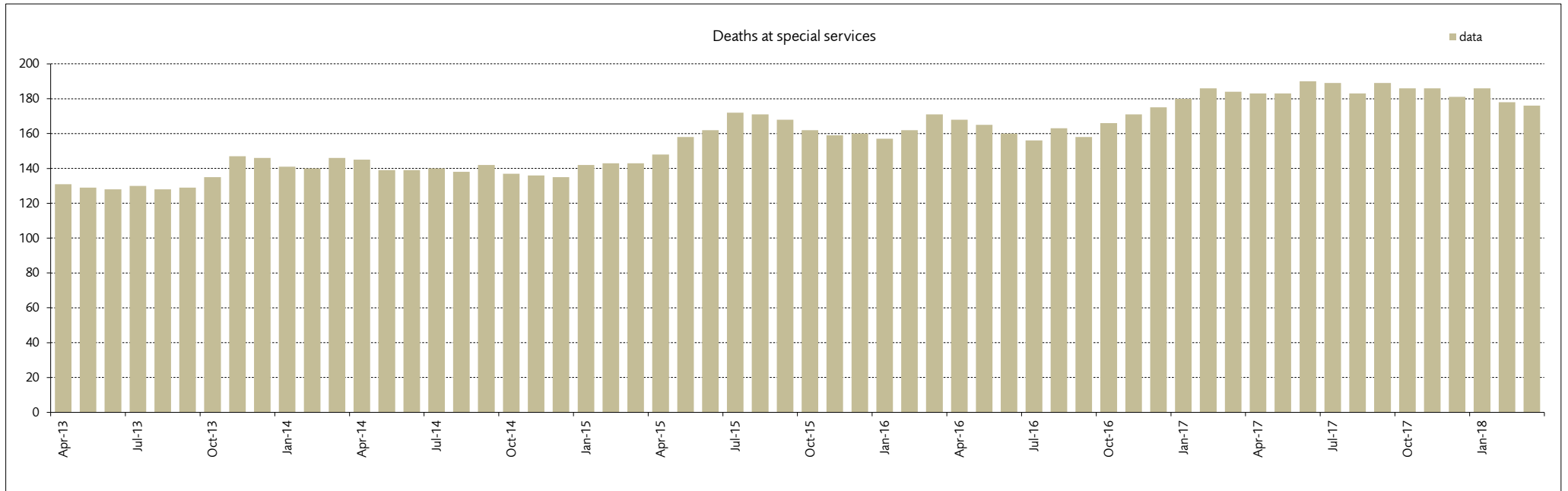
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3E	Serious fire injuries	rolling 12 month	589	605	599	570	570	541	564	551	542	542	660	655	659	686	686
		number in quarter	155	131	147	137		126	154	134	128		244	149	138	155	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

CX4A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths at special services rolling 12 month	2013/14	131	129	128	130	128	129	135	147	146	141	140	146
		2014/15	145	139	139	140	138	142	137	136	135	142	143	143
		2015/16	148	158	162	172	171	168	162	159	160	157	162	171
		2016/17	168	165	160	156	163	158	166	171	175	180	186	184
		2017/18	183	183	190	189	183	189	186	186	181	186	178	176



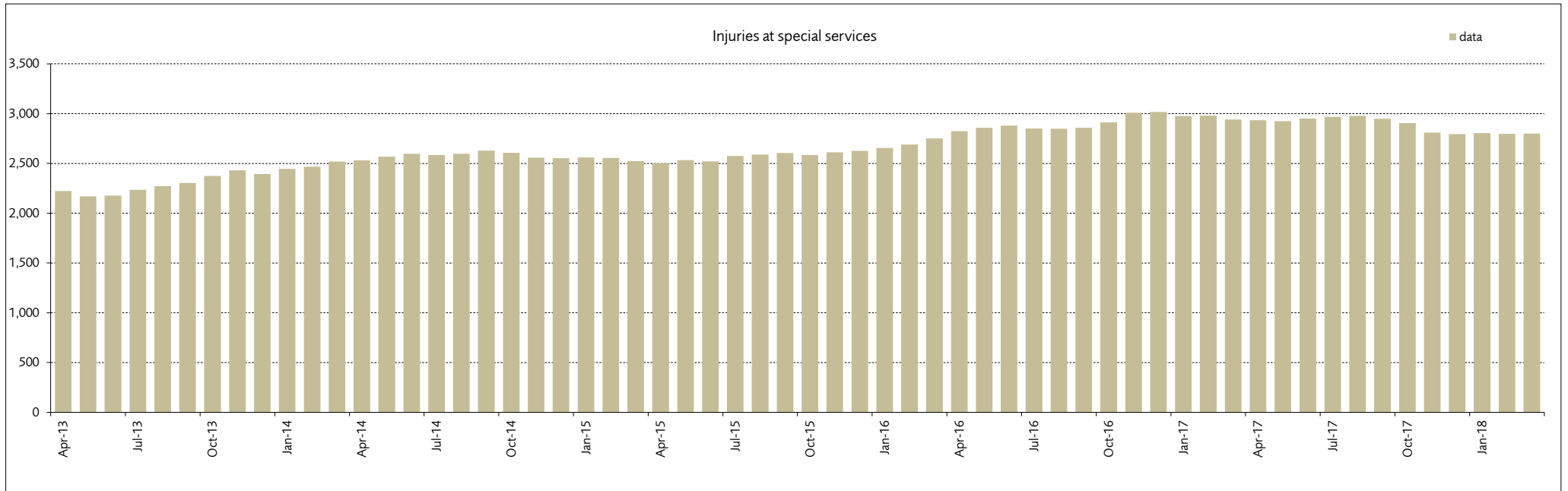
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX4A	Deaths at special services	rolling 12 month	162	168	160	171	171	160	158	175	184	184	190	189	181	176	176
		number in quarter	44	44	33	50		33	42	50	59		39	41	42	54	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

CX4B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Injuries at special services rolling 12 month	2013/14	2,222	2,169	2,177	2,235	2,272	2,303	2,374	2,431	2,394	2,445	2,467	2,518
		2014/15	2,532	2,568	2,598	2,585	2,597	2,629	2,606	2,557	2,554	2,559	2,555	2,524
		2015/16	2,502	2,533	2,521	2,574	2,590	2,603	2,585	2,611	2,625	2,656	2,689	2,751
		2016/17	2,824	2,859	2,881	2,851	2,849	2,859	2,913	3,011	3,016	2,975	2,980	2,942
		2017/18	2,934	2,924	2,951	2,969	2,978	2,949	2,905	2,809	2,795	2,804	2,797	2,800



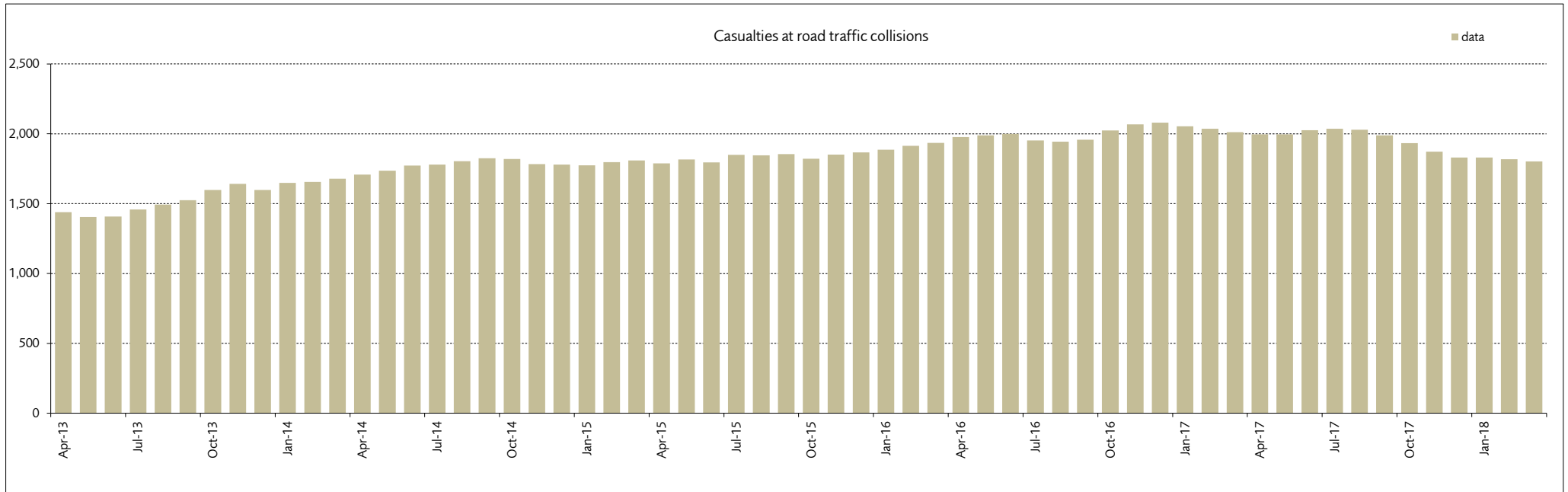
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX4B	Injuries at special services	rolling 12 month	2,521	2,603	2,625	2,751	2,751	2,881	2,859	3,016	2,942	2,942	2,951	2,949	2,795	2,800	2,800
		number in quarter	633	788	652	678		763	766	809	604		772	764	655	609	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

IP6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Casualties at road traffic collisions rolling 12 month	2013/14	1,439	1,404	1,408	1,458	1,493	1,525	1,599	1,642	1,598	1,649	1,655	1,679	down
		2014/15	1,708	1,737	1,772	1,779	1,804	1,826	1,820	1,783	1,779	1,774	1,798	1,809	down
		2015/16	1,789	1,816	1,795	1,849	1,846	1,854	1,821	1,851	1,867	1,886	1,914	1,936	down
		2016/17	1,977	1,989	1,999	1,952	1,944	1,958	2,024	2,067	2,080	2,053	2,036	2,012	down
		2017/18	1,997	1,996	2,026	2,036	2,030	1,990	1,934	1,872	1,830	1,831	1,819	1,803	down



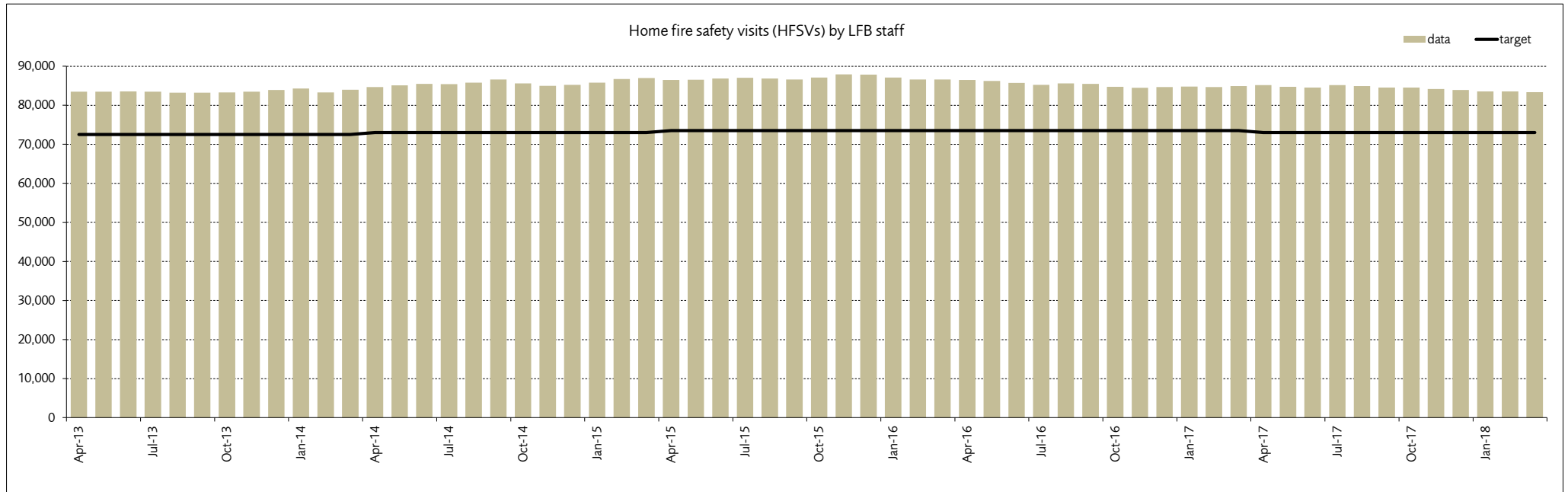
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP6	Casualties at road traffic collisions	rolling 12 month	1,795	1,854	1,867	1,936	1,936	1,999	1,958	2,080	2,012	2,012	2,026	1,990	1,830	1,803	1,803
		number in quarter	449	552	440	495		512	511	562	427		526	475	402	400	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

H8			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Home fire safety visits (HFSVs) by LFB staff rolling 12 month	2013/14	83,500	83,475	83,564	83,489	83,237	83,252	83,316	83,494	83,938	84,287	83,261	83,947	72,500
		2014/15	84,645	85,091	85,455	85,425	85,778	86,576	85,628	84,959	85,222	85,776	86,717	86,989	73,000
		2015/16	86,500	86,554	86,877	87,043	86,856	86,587	87,125	87,885	87,867	87,111	86,618	86,608	73,500
		2016/17	86,470	86,226	85,737	85,216	85,623	85,476	84,750	84,466	84,647	84,796	84,676	84,898	73,500
		2017/18	85,155	84,715	84,556	85,137	84,881	84,507	84,529	84,149	83,926	83,507	83,542	83,336	73,000



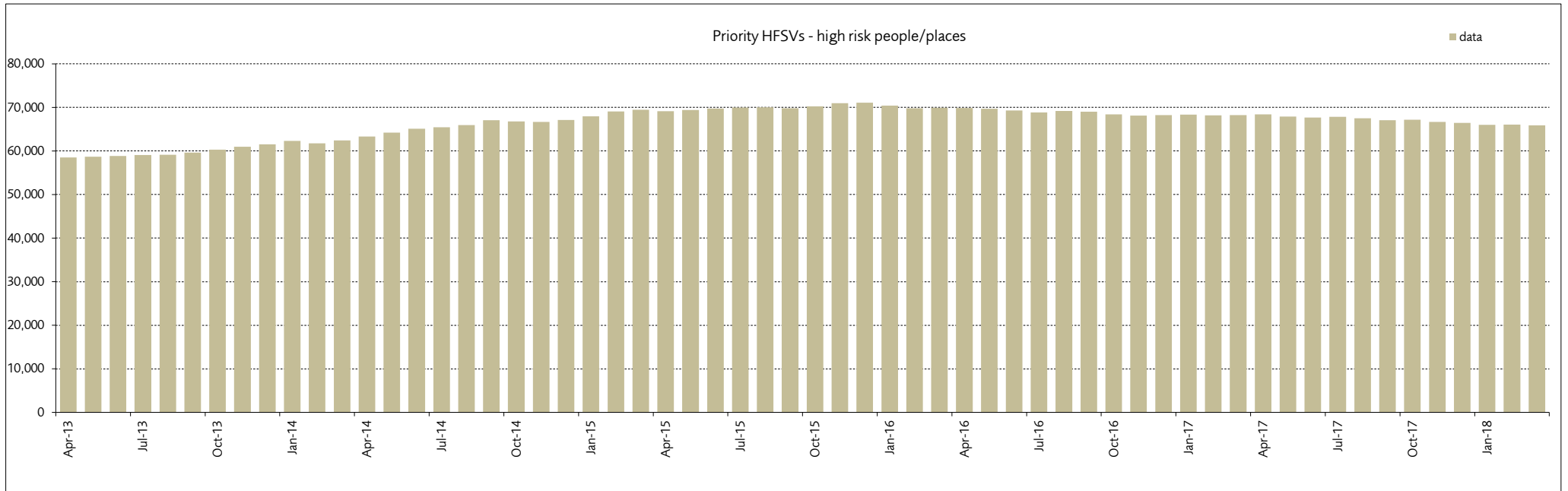
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	86,877	86,587	87,867	86,608	86,608	85,737	85,476	84,647	84,898	84,898	84,556	84,507	83,926	83,336	83,336
		number in quarter	22,984	22,470	21,728	19,426		22,113	22,209	20,899	19,677		21,771	22,160	20,318	19,087	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

CX5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Priority HFSVs - high risk people/places rolling 12 month	2013/14	58,525	58,665	58,845	59,095	59,146	59,617	60,294	60,967	61,555	62,292	61,778	62,406
		2014/15	63,343	64,218	65,117	65,424	65,958	67,055	66,770	66,648	67,144	67,935	69,076	69,463
		2015/16	69,113	69,431	69,769	69,981	70,029	69,775	70,261	70,994	71,070	70,423	69,801	69,918
		2016/17	69,881	69,711	69,308	68,864	69,168	69,031	68,412	68,098	68,227	68,323	68,184	68,216
		2017/18	68,419	67,890	67,682	67,828	67,523	67,045	67,160	66,690	66,424	66,018	66,077	65,892



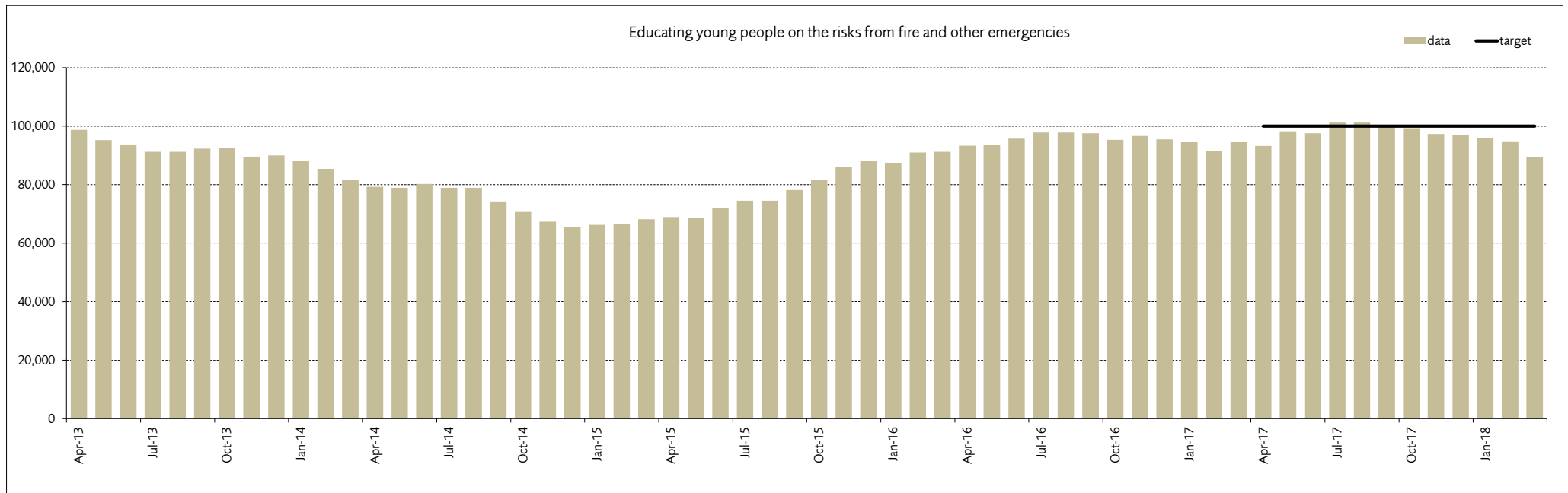
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX5	Priority HFSVs - high risk people/places	rolling 12 month	69,769	69,775	71,070	69,918	69,918	69,308	69,031	68,227	68,216	68,216	67,682	67,045	66,424	65,892	65,892
		number in quarter	18,744	18,277	17,398	15,499		18,134	18,000	16,594	15,488		17,600	17,363	15,973	14,956	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

H9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Educating young people on the risks from fire and other emergencies rolling 12 month	2013/14	98,724	95,200	93,744	91,203	91,199	92,318	92,511	89,564	90,003	88,221	85,424	81,604	-
		2014/15	79,257	78,898	80,260	78,937	78,930	74,267	70,916	67,370	65,465	66,242	66,685	68,161	-
		2015/16	68,925	68,642	72,120	74,492	74,516	78,188	81,576	86,122	88,114	87,523	90,963	91,227	-
		2016/17	93,332	93,664	95,753	97,818	97,819	97,577	95,284	96,680	95,490	94,527	91,557	94,646	-
		2017/18	93,244	98,260	97,532	101,215	101,205	100,478	99,319	97,327	97,011	95,986	94,828	89,409	100,000



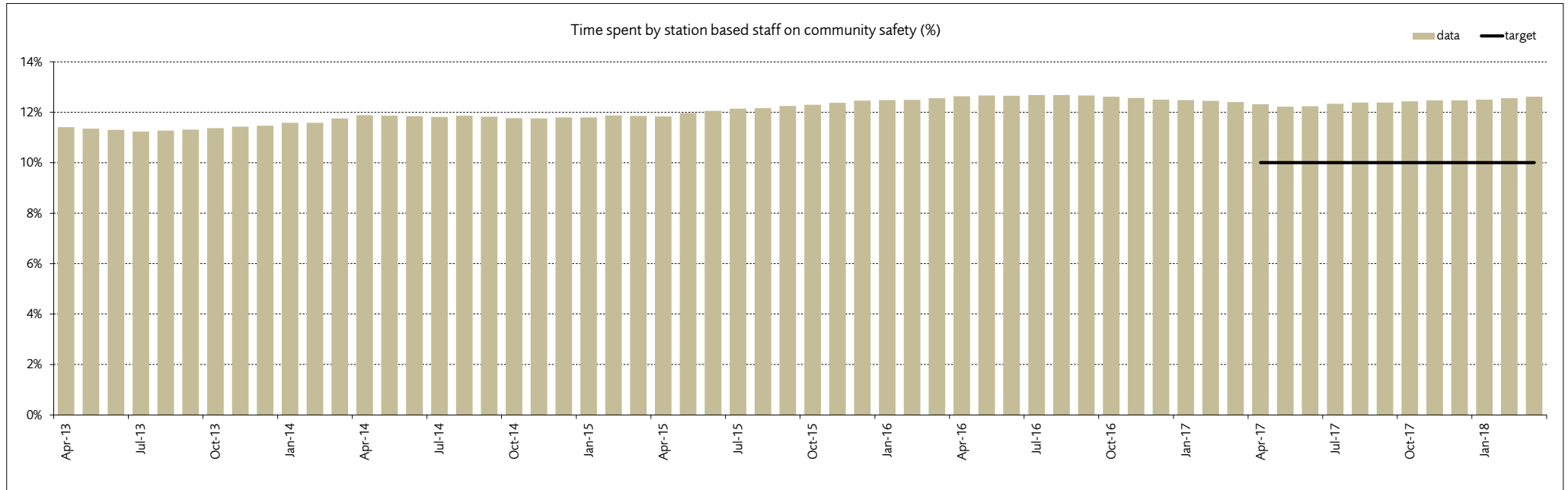
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H9	Educating young people on the risks from fire and other emergencies	rolling 12 month	72,120	78,188	88,114	91,227	91,227	95,753	97,577	95,490	94,646	94,646	97,532	100,478	97,011	89,409	89,409
		number in quarter	22,059	15,300	26,109	27,759		26,585	17,124	24,022	26,915		29,471	20,070	20,555	19,313	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

CO1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Time spent by station staff on community safety (%) rolling 12 month	2013/14	11.4%	11.3%	11.3%	11.2%	11.3%	11.3%	11.4%	11.4%	11.5%	11.6%	11.6%	11.8%	-
		2014/15	11.9%	11.9%	11.8%	11.8%	11.9%	11.8%	11.8%	11.8%	11.8%	11.8%	11.9%	11.9%	-
		2015/16	11.8%	12.0%	12.1%	12.1%	12.2%	12.3%	12.3%	12.4%	12.5%	12.5%	12.5%	12.6%	-
		2016/17	12.6%	12.7%	12.7%	12.7%	12.7%	12.7%	12.6%	12.6%	12.5%	12.5%	12.5%	12.4%	-
		2017/18	12.3%	12.2%	12.2%	12.3%	12.4%	12.4%	12.4%	12.5%	12.5%	12.5%	12.6%	12.6%	10%



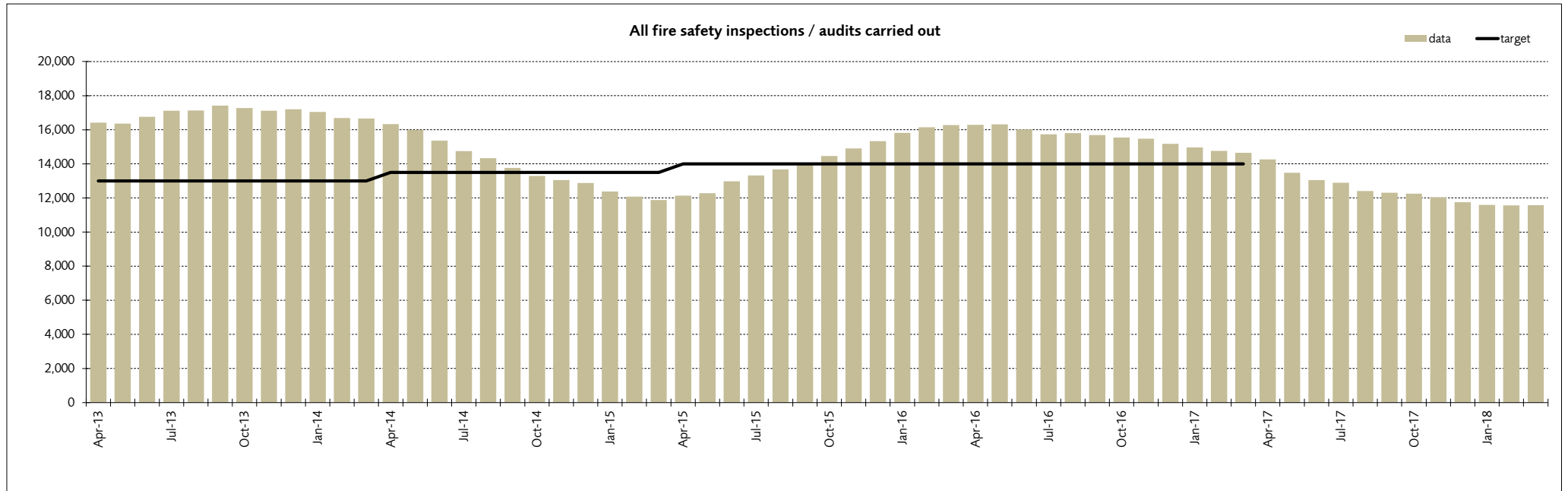
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO1	Time spent by station staff on community safety	rolling 12 month	12.1%	12.3%	12.5%	12.6%	12.6%	12.7%	12.7%	12.5%	12.4%	12.4%	12.2%	12.4%	12.5%	12.6%	12.6%
		% in quarter	12.9%	12.7%	12.5%	12.1%		13.3%	12.7%	11.9%	11.7%		12.7%	13.3%	12.2%	12.2%	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

H10			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fire safety inspections / audits carried out rolling 12 month	2013/14	16,417	16,353	16,755	17,109	17,128	17,412	17,268	17,109	17,203	17,049	16,683	16,658	13,000
		2014/15	16,326	15,991	15,361	14,742	14,338	13,755	13,295	13,043	12,878	12,372	12,081	11,883	13,500
		2015/16	12,136	12,283	12,973	13,317	13,679	14,019	14,463	14,900	15,335	15,813	16,144	16,269	14,000
		2016/17	16,295	16,312	16,022	15,726	15,808	15,692	15,540	15,469	15,169	14,967	14,763	14,647	14,000
		2017/18	14,266	13,479	13,047	12,893	12,407	12,308	12,255	12,035	11,750	11,596	11,563	11,581	-



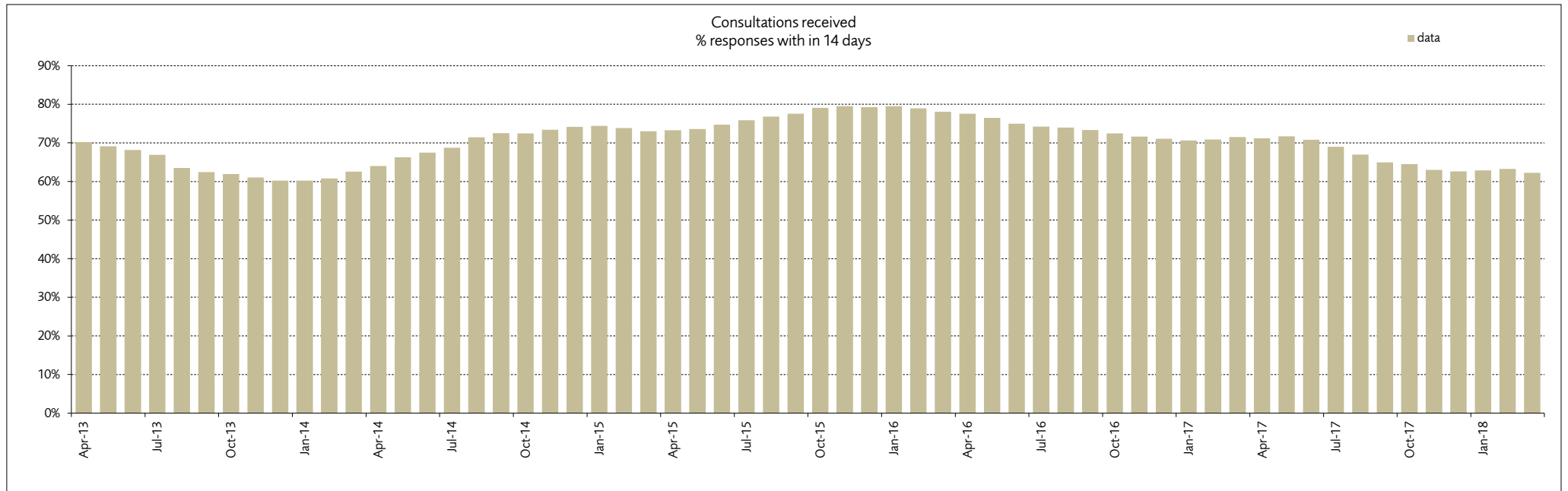
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H10	All fire safety inspections / audits carried out	rolling 12 month	12,973	14,019	15,335	16,269	16,269	16,022	15,692	15,169	14,647	14,647	13,047	12,308	11,750	11,581	11,581
		number in quarter	4,266	4,040	4,025	3,938		4,019	3,710	3,502	3,416		2,419	2,971	2,944	3,247	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built envirnment

IP7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Consultations received % responses with in 14 days <i>rolling 12 month</i>	2013/14	70.2%	69.1%	68.2%	66.9%	63.5%	62.4%	62.0%	61.1%	60.2%	60.2%	60.8%	62.6%	up
		2014/15	64.0%	66.3%	67.4%	68.8%	71.4%	72.5%	72.4%	73.4%	74.2%	74.4%	73.8%	73.0%	up
		2015/16	73.3%	73.6%	74.7%	75.8%	76.8%	77.6%	79.1%	79.5%	79.3%	79.5%	78.9%	78.0%	up
		2016/17	77.6%	76.5%	75.0%	74.2%	74.0%	73.4%	72.4%	71.6%	71.1%	70.6%	70.9%	71.5%	up
		2017/18	71.2%	71.7%	70.8%	69.0%	66.9%	65.0%	64.5%	63.0%	62.6%	62.9%	63.3%	62.3%	up



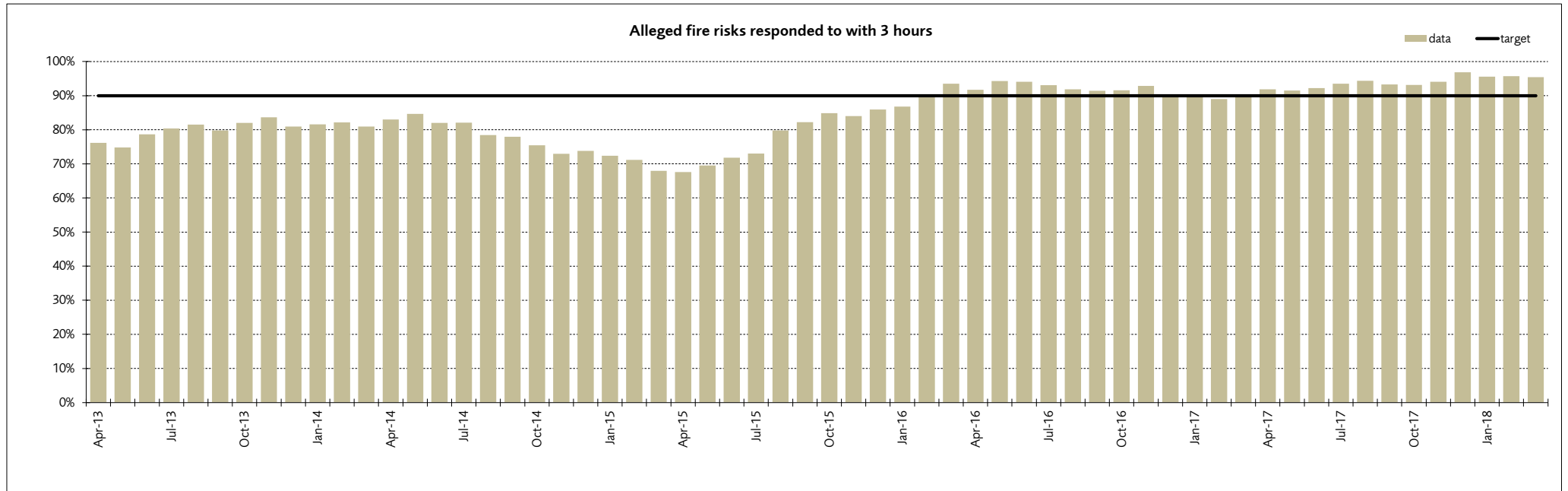
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP7	Consultations received % responses with in 14 days	rolling 12 month	74.7%	77.6%	79.3%	78.0%	78.0%	75.0%	73.4%	71.1%	71.5%	71.5%	70.8%	65.0%	62.6%	62.3%	62.3%
		number in quarter	79.9%	85.2%	79.3%	66.9%		68.1%	79.2%	69.7%	69.2%		65.0%	55.7%	59.7%	68.5%	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

CO2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Alleged fire risks responded to with 3 hours rolling 12 month	2013/14	76.1%	74.8%	78.6%	80.3%	81.5%	79.8%	82.0%	83.7%	81.0%	81.6%	82.2%	81.0%	90%
		2014/15	83.0%	84.7%	82.0%	82.1%	78.4%	78.0%	75.4%	73.0%	73.8%	72.4%	71.2%	67.9%	90%
		2015/16	67.6%	69.5%	71.8%	73.0%	79.8%	82.2%	84.9%	84.0%	86.0%	86.8%	89.5%	93.5%	90%
		2016/17	91.7%	94.3%	94.1%	93.1%	91.8%	91.4%	91.6%	92.9%	90.0%	90.4%	89.0%	89.9%	90%
		2017/18	91.8%	91.5%	92.2%	93.5%	94.3%	93.3%	93.1%	94.1%	96.9%	95.6%	95.7%	95.5%	90%



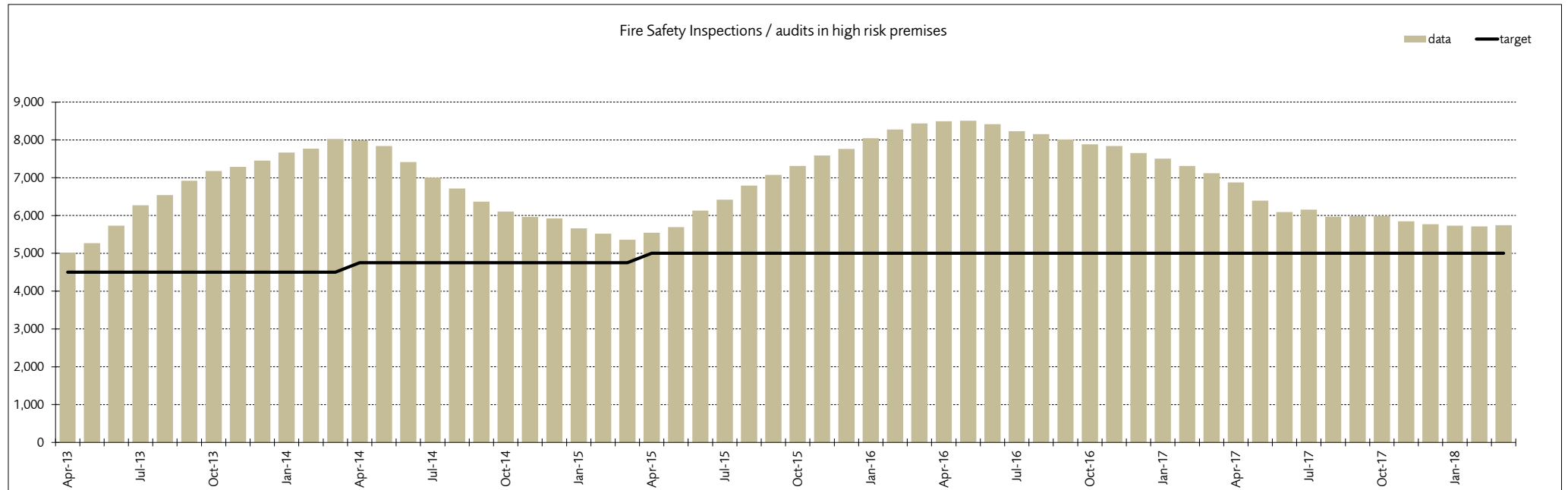
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO2	Alleged fire risks responded to with 3 hours	rolling 12 month	71.8%	82.2%	86.0%	93.5%	93.5%	94.1%	91.4%	90.0%	89.9%	89.9%	92.2%	93.3%	96.9%	95.5%	95.5%
		number in quarter	90.5%	100%	90.0%	93.1%		90.0%	91.7%	85.2%	92.9%		100%	96%	100%	85.0%	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

CX6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audits in high risk premises rolling 12 month	2013/14	5,022	5,268	5,734	6,269	6,541	6,919	7,176	7,288	7,456	7,663	7,766	8,026	4,500
		2014/15	7,992	7,840	7,418	7,002	6,717	6,369	6,103	5,966	5,928	5,663	5,523	5,360	4,750
		2015/16	5,543	5,693	6,129	6,418	6,791	7,073	7,310	7,590	7,759	8,043	8,276	8,437	5,000
		2016/17	8,493	8,506	8,417	8,229	8,153	8,014	7,884	7,840	7,652	7,506	7,313	7,117	5,000
		2017/18	6,877	6,396	6,092	6,155	5,969	5,985	5,990	5,848	5,770	5,734	5,712	5,747	5,000



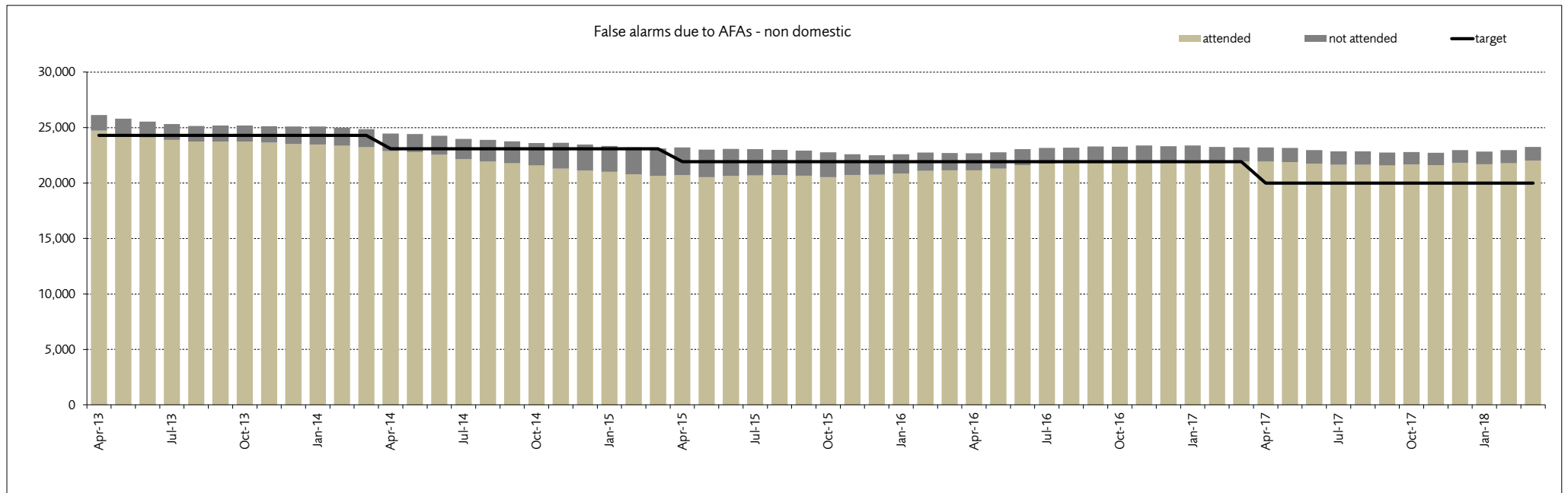
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	6,129	7,073	7,759	8,437	8,437	8,417	8,014	7,652	7,117	7,117	6,092	5,985	5,770	5,747	5,747
		number in quarter	2,203	2,259	1,930	2,045		2,183	1,856	1,568	1,510		1,158	1,749	1,353	1,487	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

H11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	False alarms due to AFAs - non domestic rolling 12 month	2013/14	24,719	24,345	24,109	23,902	23,736	23,747	23,747	23,644	23,525	23,470	23,373	23,235	24,301
		2014/15	22,871	22,785	22,545	22,147	21,933	21,785	21,591	21,296	21,134	21,008	20,793	20,635	23,086
		2015/16	20,708	20,530	20,641	20,694	20,715	20,662	20,537	20,737	20,757	20,865	21,105	21,157	21,932
		2016/17	21,148	21,302	21,609	21,731	21,800	21,922	21,916	22,029	21,993	22,066	21,974	21,929	21,932
		2017/18	21,937	21,895	21,740	21,656	21,661	21,580	21,668	21,604	21,820	21,691	21,785	22,017	20,000



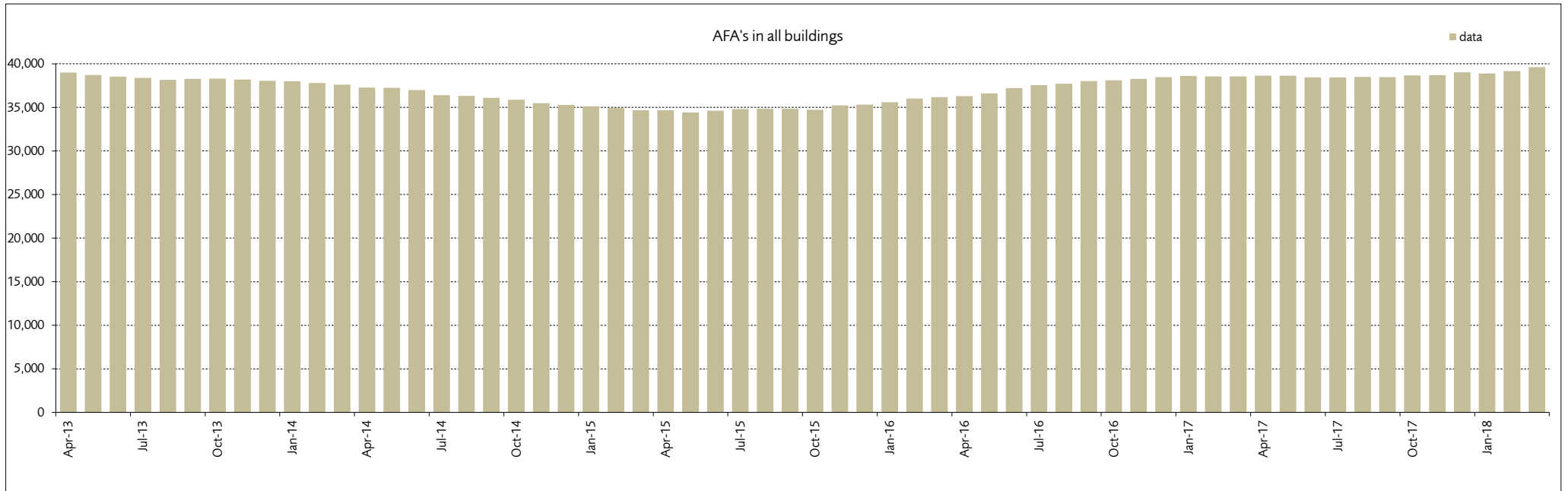
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H11	False alarms due to AFAs - non domestic	rolling 12 month	20,641	20,662	20,757	21,157	21,157	21,609	21,922	21,993	21,929	21,929	21,740	21,580	21,820	22,017	22,017
		per 1,000 non domestic properties	69.65	69.72	70.04	71.39	71.39	72.50	73.55	73.79	73.57	73.57	72.94	72.40	73.21	73.87	73.87
		number in quarter	4,938	5,471	5,516	5,232		5,390	5,784	5,587	5,168		5,201	5,624	5,827	5,365	

Our Performance 2017/18

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

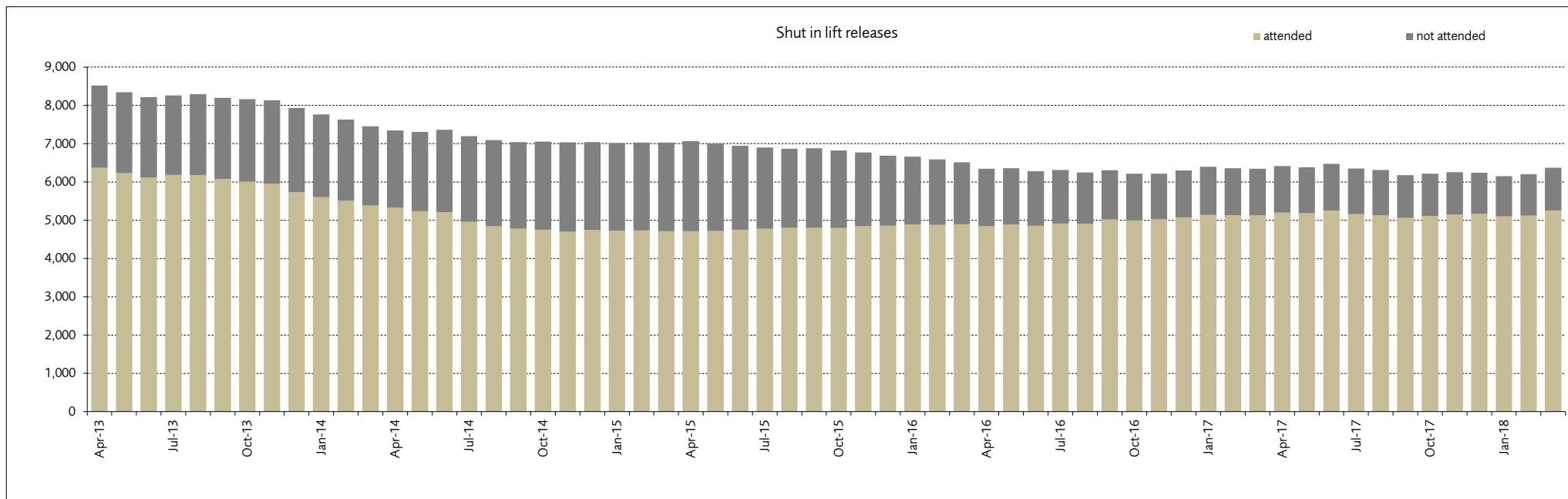
CX7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	AFA's in all buildings rolling 12 month	2013/14	39,000	38,715	38,518	38,391	38,176	38,281	38,304	38,195	38,052	37,994	37,795	37,616
		2014/15	37,281	37,251	36,982	36,415	36,312	36,090	35,892	35,493	35,285	35,133	34,925	34,676
		2015/16	34,689	34,424	34,619	34,818	34,839	34,832	34,742	35,235	35,310	35,592	36,007	36,176
		2016/17	36,311	36,599	37,226	37,541	37,732	38,024	38,112	38,270	38,476	38,607	38,571	38,570
		2017/18	38,640	38,652	38,445	38,434	38,500	38,467	38,676	38,700	39,048	38,895	39,187	39,623



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX7	AFA's in all buildings	rolling 12 month	34,619	34,832	35,310	36,176	36,176	37,226	38,024	38,476	38,570	38,570	38,445	38,467	39,048	39,623	39,623
		number in quarter	8,332	9,461	9,529	8,854		9,382	10,259	9,981	8,948		9,257	10,281	10,562	9,523	

Our Performance 2017/18
AIM 1 : PREVENTION and PROTECTION
Influence and regulate the built envirnment

IP8			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Shut in lift releases rolling 12 month	2013/14	6,370	6,230	6,113	6,186	6,175	6,076	6,011	5,957	5,732	5,601	5,512	5,385	down
		2014/15	5,334	5,234	5,212	4,960	4,840	4,781	4,754	4,703	4,743	4,726	4,736	4,715	down
		2015/16	4,715	4,718	4,752	4,780	4,806	4,804	4,800	4,843	4,853	4,887	4,883	4,895	down
		2016/17	4,841	4,890	4,858	4,912	4,908	5,014	4,999	5,022	5,075	5,142	5,134	5,134	down
		2017/18	5,199	5,183	5,257	5,157	5,132	5,065	5,113	5,149	5,166	5,099	5,123	5,258	down



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP8	Shut in lift releases	rolling 12 month	4,752	4,804	4,853	4,895	4,895	4,858	5,014	5,075	5,134	5,134	5,257	5,065	5,166	5,258	5,258
		number in quarter	1,274	1,293	1,204	1,124		1,237	1,449	1,265	1,183		1,360	1,257	1,366	1,275	

Aim 2 – RESPONSE and RESILIENCE

The London Safety Plan sets out our strategic approach to response and what we'll do to continue to improve our operations. We also need to have resilience – to ensure we have the appropriate arrangements in place to respond to emergencies, whilst maintaining our core service provision.

We'll deliver this aim by:

- Planning and preparing for emergencies that may happen and making a high quality, effective and resilient response to them.
- To use our resources in a flexible and efficient way arriving at incidents as quickly as we can.

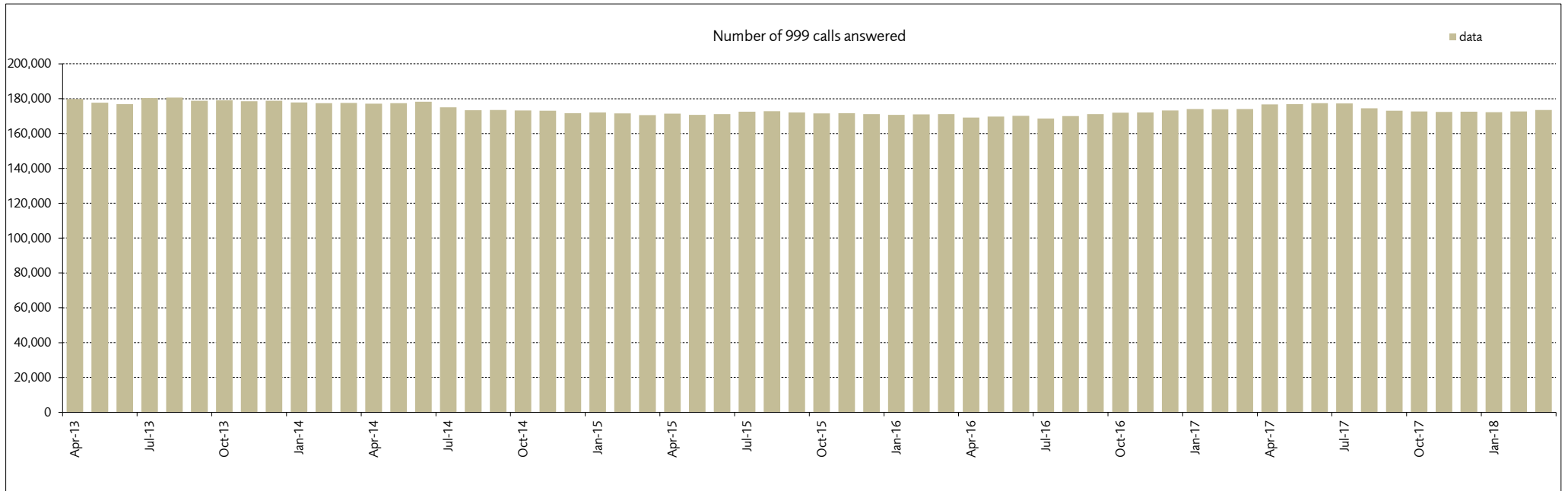
Our commitments under this aim focus on activities that help deliver a world class operational response service, and by working with our partners to address identified risks, at a local and national level to ensure continuity of service.

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

CX8A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2013/14	179,796	177,752	176,896	180,364	180,609	178,793	179,156	178,605	178,793	177,920	177,426	177,578
		2014/15	177,128	177,472	178,343	175,028	173,407	173,575	173,291	173,104	171,730	172,164	171,517	170,581
		2015/16	171,488	170,791	171,193	172,542	172,885	172,177	171,588	171,777	171,129	170,715	170,996	171,137
		2016/17	169,212	169,791	170,180	168,599	170,043	171,167	171,922	172,177	173,266	174,070	173,937	174,041
		2017/18	176,770	176,878	177,502	177,360	174,455	173,044	172,631	172,468	172,612	172,247	172,670	173,557



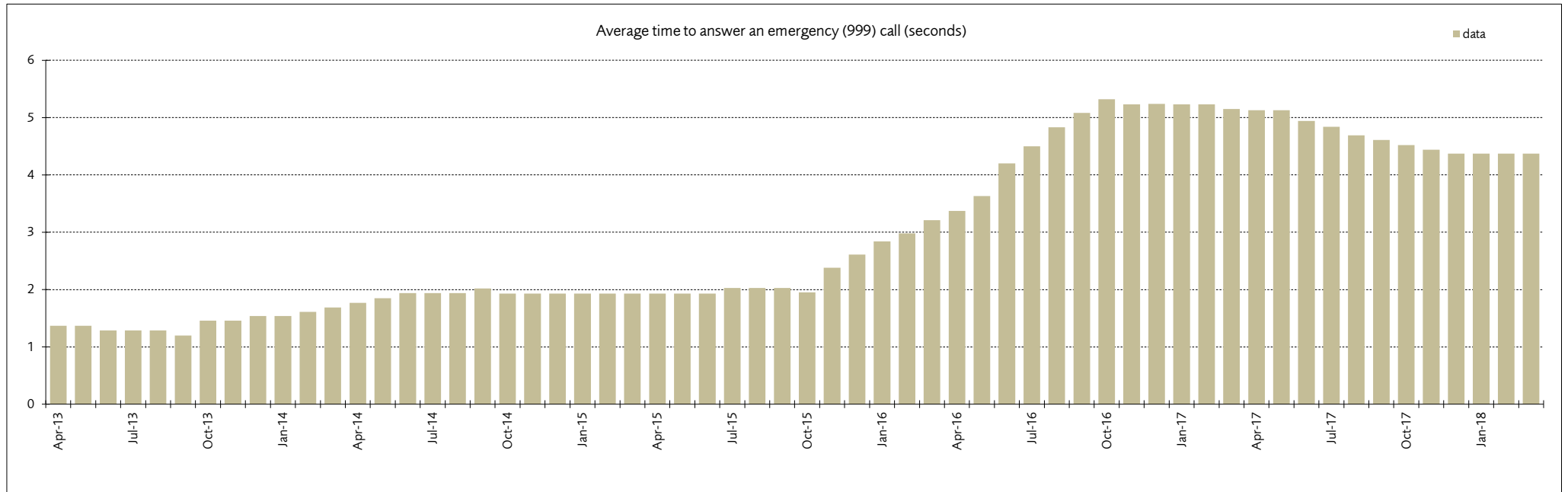
HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX8A	Number of 999 calls answered	rolling 12 month	171,193	172,177	171,129	171,137	171,137	170,180	171,167	173,266	174,041	174,041	177,502	173,044	172,612	173,557	173,557
		number in quarter	44,780	47,929	40,918	37,510		43,823	48,916	43,017	38,285		47,284	44,458	42,585	39,230	

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

CX8B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Average time to answer an emergency (999) call (seconds) rolling 12 month	2013/14	1.37	1.37	1.29	1.29	1.29	1.20	1.46	1.46	1.54	1.54	1.61	1.69
		2014/15	1.77	1.85	1.94	1.94	1.94	2.02	1.93	1.93	1.93	1.93	1.93	1.93
		2015/16	1.93	1.93	1.93	2.03	2.03	2.03	1.95	2.38	2.61	2.84	2.98	3.21
		2016/17	3.37	3.63	4.20	4.50	4.83	5.08	5.32	5.23	5.24	5.23	5.23	5.15
		2017/18	5.13	5.13	4.94	4.84	4.69	4.61	4.52	4.44	4.37	4.37	4.37	4.37



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX8B	Average time to answer an emergency (999) call (seconds)	rolling 12 month	1.93	2.03	2.61	3.21	3.21	4.20	5.08	5.24	5.15	5.15	4.94	4.61	4.37	4.37	4.37
		quarter	2.00	2.39	4.39	4.35		5.81	5.65	5.00	4.00		5.01	4.38	4.00	4.00	

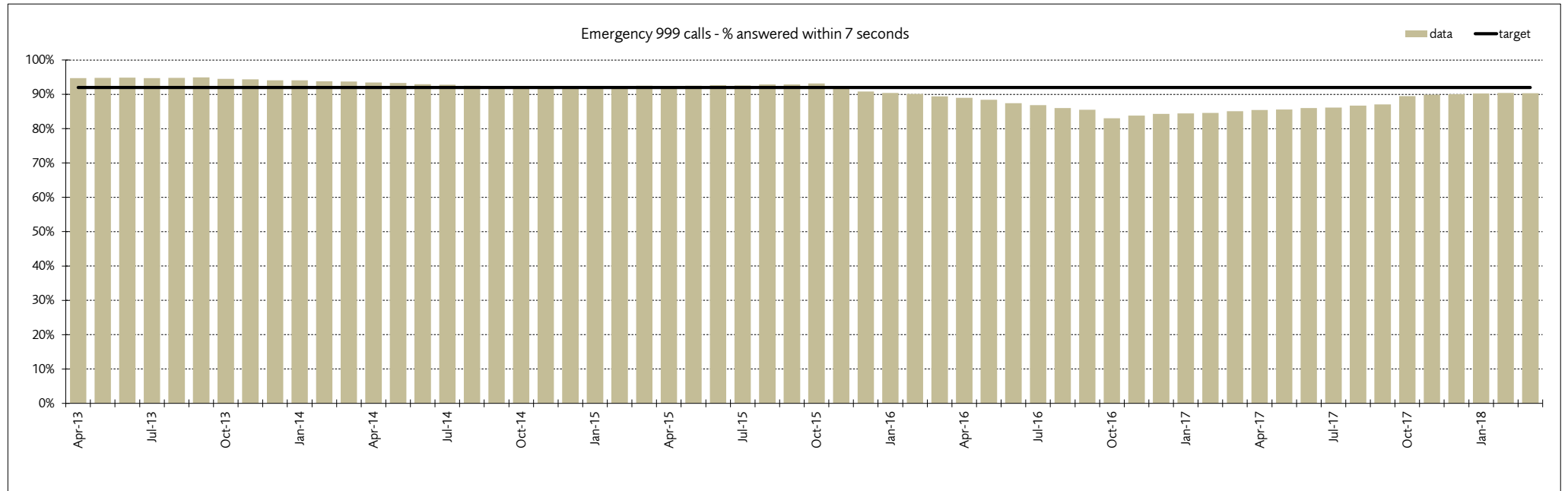
Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

CO3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Emergency 999 calls - % answered within 7 seconds rolling 12 month	2013/14	94.7%	94.8%	94.8%	94.7%	94.8%	94.9%	94.5%	94.4%	94.1%	94.1%	93.8%	93.7%	92%
		2014/15	93.5%	93.3%	92.9%	92.8%	92.5%	92.3%	92.2%	92.1%	92.3%	92.3%	92.5%	92.5%	92%
		2015/16	92.4%	92.5%	92.6%	92.6%	92.9%	92.9%	93.2%	91.8%	90.8%	90.4%	90.1%	89.4%	92%
		2016/17	89.0%	88.4%	87.4%	86.9%	86.0%	85.5%	83.0%	83.8%	84.3%	84.4%	84.6%	85.1%	92%
		2017/18	85.4%	85.6%	86.0%	86.2%	86.7%	87.1%	89.5%	89.9%	90.1%	90.3%	90.4%	90.3%	92%



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO3	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	92.6%	92.9%	90.8%	89.4%	89.4%	87.4%	85.5%	84.3%	85.1%	85.1%	86.0%	87.1%	90.1%	90.3%	90.3%
		% in quarter	93.0%	91.9%	84.2%	87.9%		85.2%	85.0%	79.0%	91.6%		88.4%	89.1%	91.5%	92.6%	

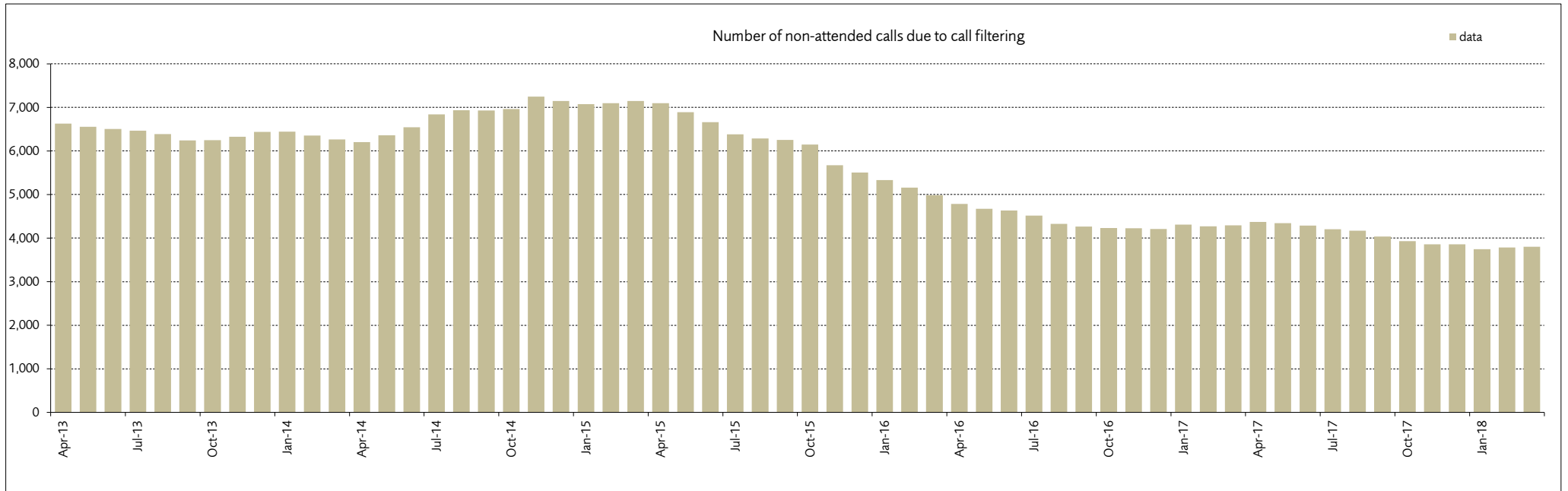
Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

IP9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Number of non-attended calls due to call filtering rolling 12 month	2013/14	6,630	6,558	6,506	6,467	6,387	6,241	6,248	6,328	6,437	6,442	6,354	6,267	up
		2014/15	6,206	6,359	6,544	6,842	6,936	6,930	6,963	7,251	7,149	7,075	7,100	7,149	up
		2015/16	7,098	6,891	6,664	6,381	6,290	6,255	6,150	5,675	5,504	5,335	5,158	4,985	up
		2016/17	4,784	4,674	4,633	4,518	4,328	4,264	4,232	4,226	4,210	4,310	4,270	4,294	up
		2017/18	4,369	4,341	4,289	4,204	4,168	4,036	3,931	3,859	3,857	3,745	3,784	3,804	up



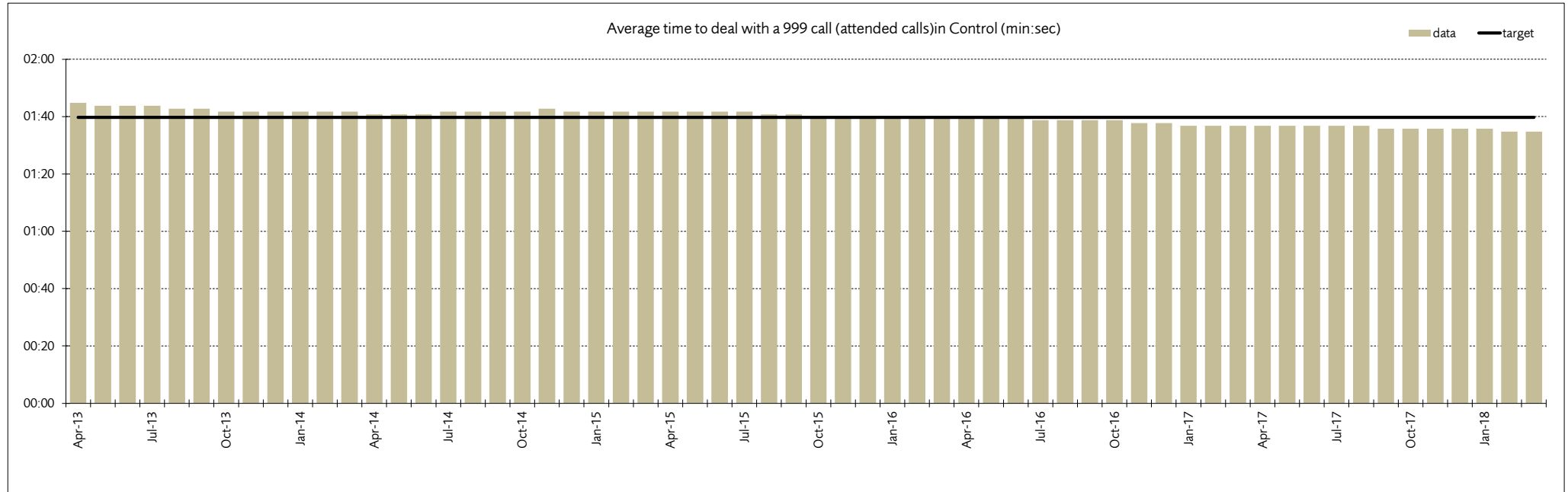
HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP9	Number of non-attended calls due to call filtering	rolling 12 month	6,664	6,255	5,504	4,985	4,985	4,633	4,264	4,210	4,294	4,294	4,289	4,036	3,857	3,804	3,804
		number in quarter	1,360	1,518	1,208	899		1,008	1,149	1,154	983		1,003	896	975	930	

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H12			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Average time to deal with a 999 call (attended calls) in Control (min:sec) rolling 12 month	2013/14	01:45	01:44	01:44	01:44	01:43	01:43	01:42	01:42	01:42	01:42	01:42	01:42	01:40
		2014/15	01:41	01:41	01:41	01:42	01:42	01:42	01:42	01:43	01:42	01:42	01:42	01:42	01:40
		2015/16	01:42	01:42	01:42	01:42	01:41	01:41	01:40	01:40	01:40	01:40	01:40	01:40	01:40
		2016/17	01:40	01:40	01:40	01:39	01:39	01:39	01:39	01:38	01:38	01:37	01:37	01:37	01:40
		2017/18	01:37	01:37	01:37	01:37	01:37	01:36	01:36	01:36	01:36	01:36	01:35	01:35	01:40



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H12	Av. time to deal with a 999 call (attended calls) in Control (min:sec)	rolling 12 month	01:42	01:41	01:40	01:40	01:40	01:40	01:39	01:38	01:37	01:37	01:37	01:36	01:36	01:35	01:35
		quarter	01:40	01:39	01:40	01:40		01:41	01:36	01:34	01:37		01:39	01:36	01:32	01:31	

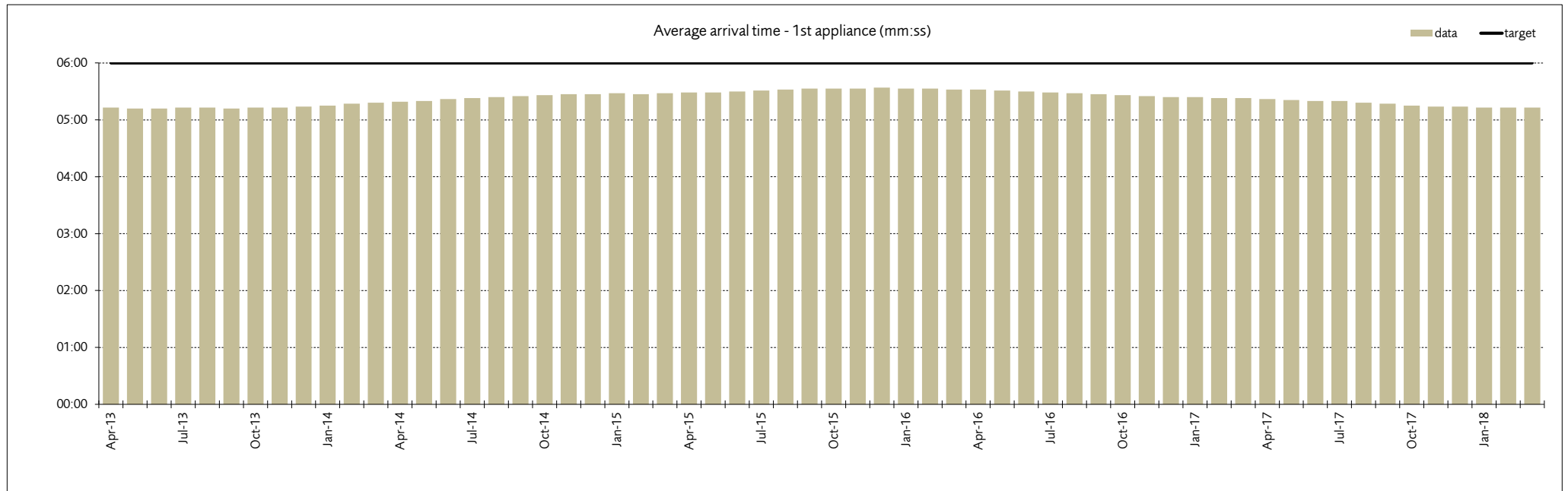
Note on Data: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor calls which were not treated as an emergency. The rules for the calculation of attendance times have now been applied to call handling data which produces the revised and correct data set in this digest.

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H13			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 1st appliance (mm:ss) rolling 12 month	2013/14	05:13	05:12	05:12	05:13	05:13	05:12	05:13	05:13	05:14	05:15	05:17	05:18	06:00
		2014/15	05:19	05:20	05:22	05:23	05:24	05:25	05:26	05:27	05:27	05:28	05:27	05:28	06:00
		2015/16	05:29	05:29	05:30	05:31	05:32	05:33	05:33	05:33	05:34	05:33	05:33	05:32	06:00
		2016/17	05:32	05:31	05:30	05:29	05:28	05:27	05:26	05:25	05:24	05:24	05:23	05:23	06:00
		2017/18	05:22	05:21	05:20	05:20	05:18	05:17	05:15	05:14	05:14	05:13	05:13	05:13	06:00



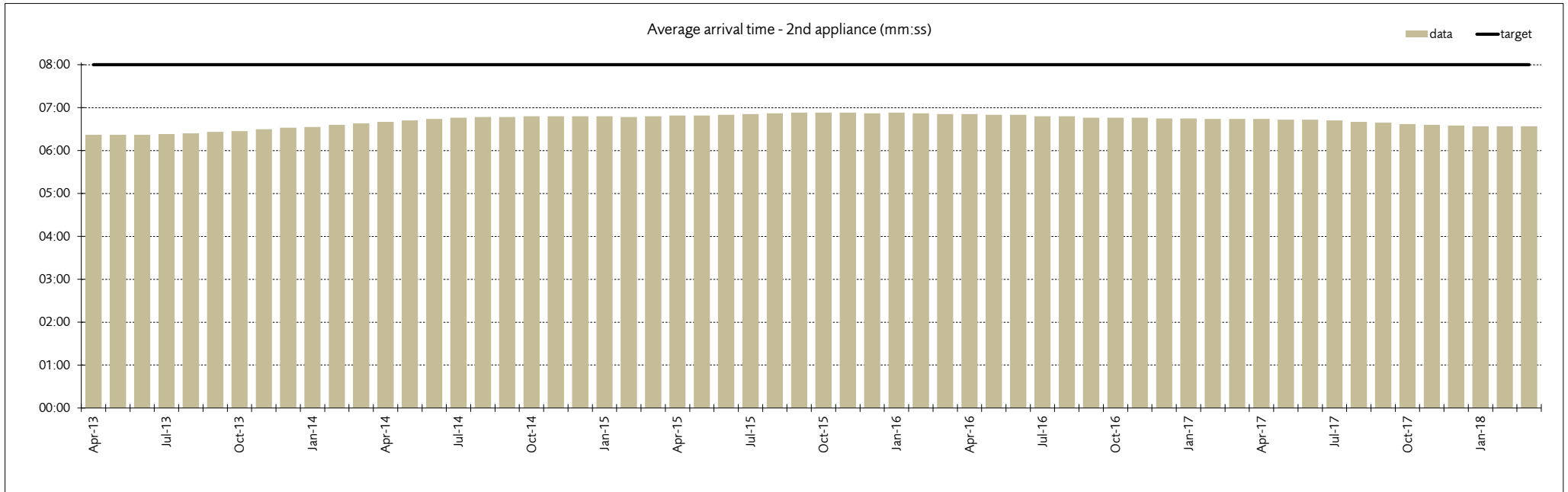
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:30	05:33	05:34	05:32	05:32	05:30	05:27	05:24	05:23	05:23	05:20	05:17	05:14	05:13	05:13
		time for quarter	05:31	05:38	05:36	05:25		05:24	05:25	05:25	05:17		05:16	05:11	05:13	05:14	

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H14			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 2nd appliance (mm:ss) <i>rolling 12 month</i>	2013/14	06:22	06:22	06:22	06:23	06:24	06:26	06:27	06:30	06:32	06:33	06:36	06:38	08:00
		2014/15	06:40	06:42	06:44	06:46	06:47	06:47	06:48	06:48	06:48	06:48	06:47	06:48	08:00
		2015/16	06:49	06:49	06:50	06:51	06:52	06:53	06:53	06:53	06:52	06:53	06:52	06:51	08:00
		2016/17	06:51	06:50	06:50	06:48	06:44	06:46	06:46	06:46	06:45	06:45	06:44	06:44	08:00
		2017/18	06:44	06:43	06:43	06:42	06:40	06:39	06:37	06:36	06:35	06:34	06:34	06:34	08:00



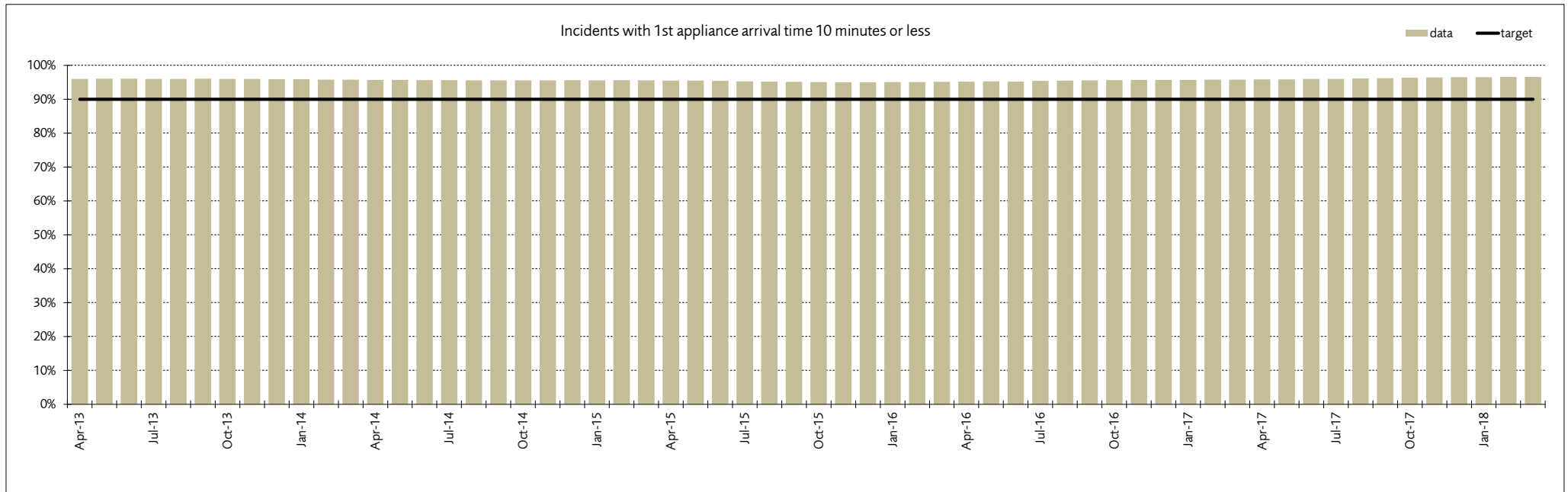
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:50	06:53	06:52	06:51	06:51	06:50	06:46	06:45	06:44	06:44	06:43	06:39	06:35	06:34	06:34
		time for quarter	06:48	07:01	06:54	06:43		06:43	06:47	06:50	06:37		06:37	06:34	06:33	06:32	

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H15			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 10 minutes or less (%) <i>rolling 12 month</i>	2013/14	96.0%	96.0%	96.1%	96.0%	96.0%	96.0%	96.0%	96.0%	95.9%	95.9%	95.8%	95.8%	90%
		2014/15	95.7%	95.7%	95.6%	95.7%	95.6%	95.5%	95.6%	95.5%	95.6%	95.6%	95.6%	95.6%	90%
		2015/16	95.5%	95.5%	95.4%	95.3%	95.2%	95.2%	95.1%	95.0%	95.0%	95.0%	95.0%	95.1%	90%
		2016/17	95.2%	95.2%	95.2%	95.4%	95.5%	95.5%	95.6%	95.7%	95.7%	95.7%	95.8%	95.8%	90%
		2017/18	95.8%	95.9%	96.0%	96.0%	96.1%	96.2%	96.3%	96.4%	96.5%	96.5%	96.6%	96.6%	90%



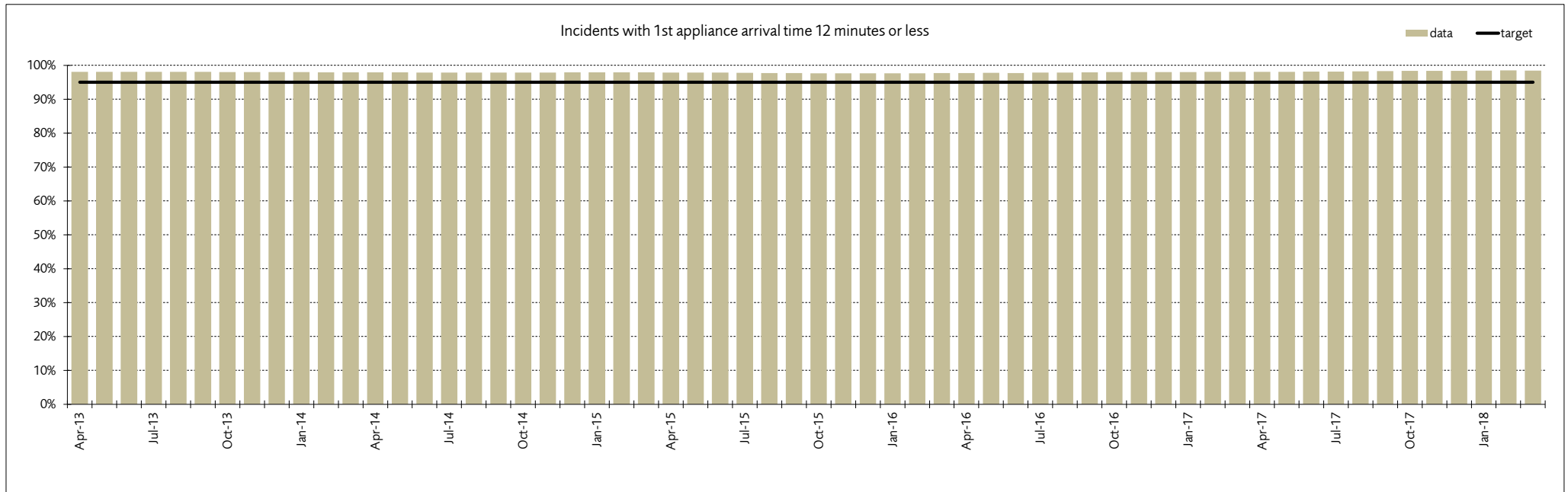
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	95.4%	95.2%	95.0%	95.1%	95.1%	95.2%	95.5%	95.7%	95.8%	95.8%	96.0%	96.2%	96.5%	96.6%	96.6%
		% in quarter	95.2%	94.5%	94.9%	96.0%		95.6%	95.7%	95.6%	96.4%		96.3%	96.6%	96.6%	96.7%	

Our Performance 2017/18

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H16			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 12 minutes or less (%) <i>rolling 12 month</i>	2013/14	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.0%	98.0%	98.0%	98.0%	97.9%	97.9%	95%
		2014/15	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	95%
		2015/16	97.9%	97.8%	97.8%	97.8%	97.7%	97.7%	97.7%	97.6%	97.6%	97.7%	97.7%	97.7%	95%
		2016/17	97.7%	97.8%	97.7%	97.9%	97.9%	97.9%	98.0%	98.0%	98.0%	98.0%	98.0%	98.1%	95%
		2017/18	98.1%	98.1%	98.2%	98.2%	98.2%	98.3%	98.3%	98.4%	98.4%	98.4%	98.5%	98.5%	95%



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	97.8%	97.7%	97.6%	97.7%	97.7%	97.7%	97.9%	98.0%	98.1%	98.1%	98.2%	98.3%	98.4%	98.5%	98.5%
		% in quarter	97.8%	97.3%	97.7%	98.1%		97.9%	98.0%	98.1%	98.3%		98.4%	98.4%	98.5%	98.6%	

Aim 3 – PEOPLE and RESOURCES

We intend to develop and train our staff to their full potential, whilst at the same time transforming the Brigade so that it is a place where people want to work, and have the opportunity to influence how we work. We will also maximise how we spend our money

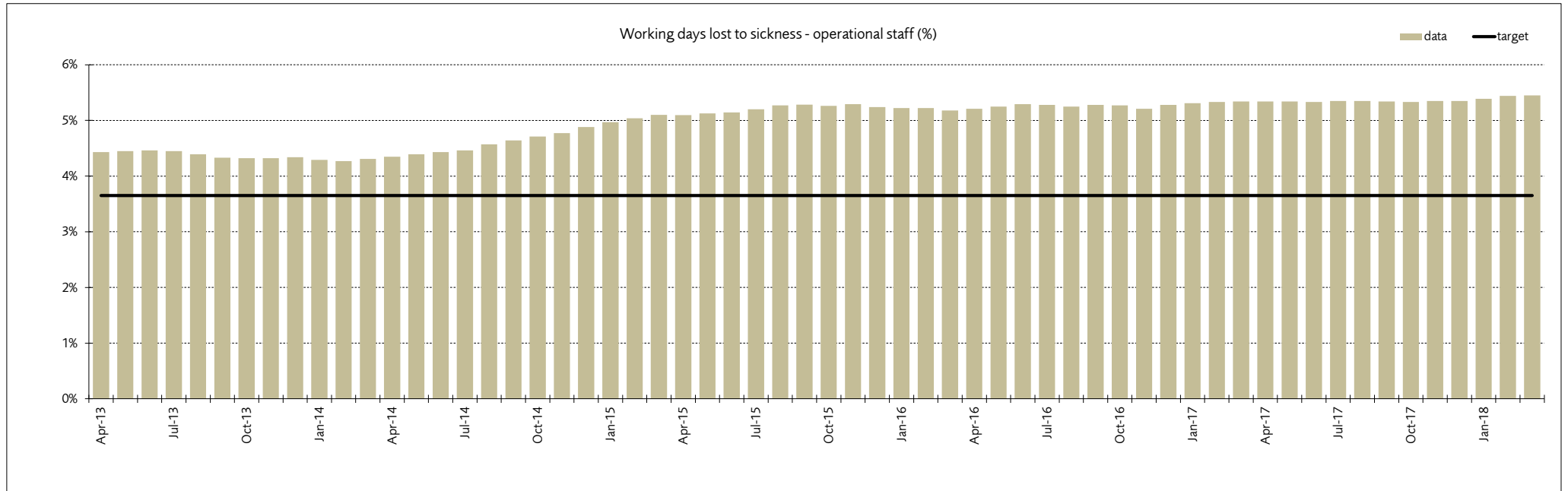
We'll deliver this aim by:

- Developing and training our staff to their full potential, at the same time transforming the Brigade so that it is a place where people want to work, and have the opportunity to influence how we work.
- Maximising how we spend our money, ensuring that the Brigade is supported through intelligent systems and data, property investment, procurement, vehicles and equipment.

Our commitments under this aim focus on activities that develop a positive and healthy culture ensuring that our staff have the right knowledge and skills to do their jobs, and by minimising our costs and providing value for money for Londoners.

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
A professional organisation

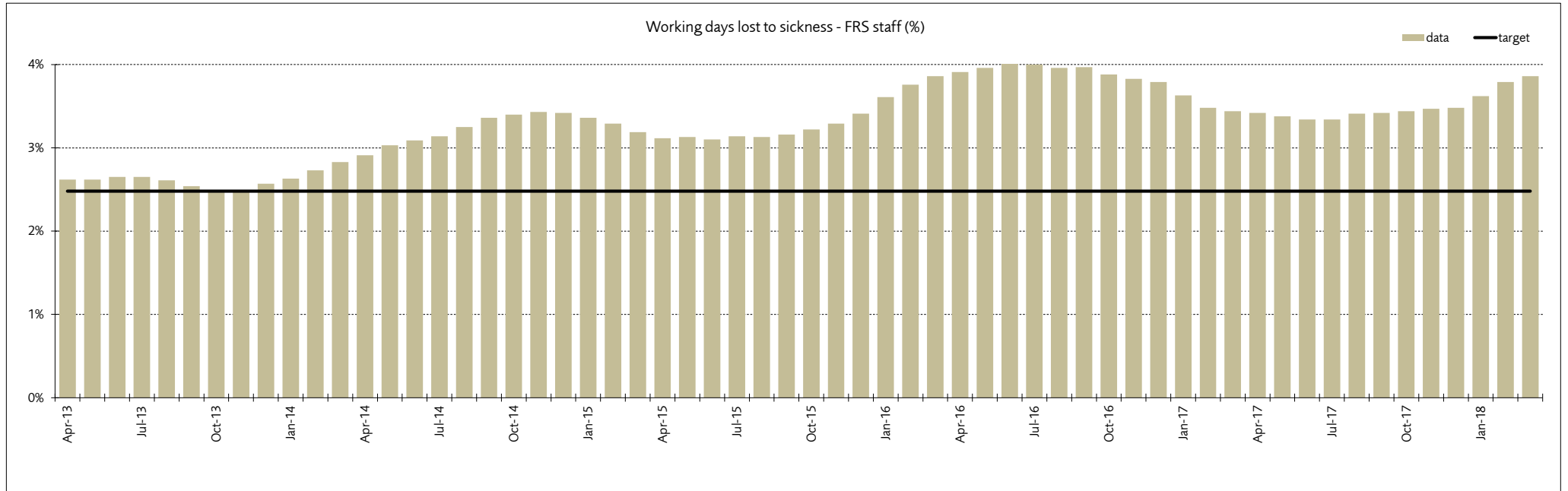
CO6A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - operational staff (%) rolling 12 month	2013/14	4.43%	4.45%	4.46%	4.45%	4.39%	4.33%	4.32%	4.32%	4.34%	4.29%	4.27%	4.31%	3.65%
		2014/15	4.35%	4.39%	4.43%	4.46%	4.57%	4.64%	4.71%	4.77%	4.88%	4.97%	5.04%	5.10%	3.65%
		2015/16	5.10%	5.13%	5.14%	5.20%	5.27%	5.28%	5.26%	5.29%	5.24%	5.22%	5.22%	5.18%	3.65%
		2016/17	5.21%	5.25%	5.29%	5.28%	5.25%	5.28%	5.27%	5.21%	5.28%	5.31%	5.33%	5.34%	3.65%
		2017/18	5.34%	5.34%	5.33%	5.35%	5.35%	5.34%	5.33%	5.35%	5.35%	5.39%	5.44%	5.45%	3.65%



HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.1%	5.3%	5.2%	5.2%	5.2%	5.3%	5.3%	5.3%	5.3%	5.3%	5.3%	5.3%	5.4%	5.5%	5.5%
		% for quarter	4.6%	5.9%	5.6%	4.7%		5.0%	6.0%	5.6%	4.9%		4.9%	5.9%	5.7%	5.2%	
		number for rolling 12 months	9.3	9.6	9.4	9.6	9.6	9.7	9.6	9.6	9.8	9.8	9.7	9.7	9.8	9.9	9.9

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
A professional organisation

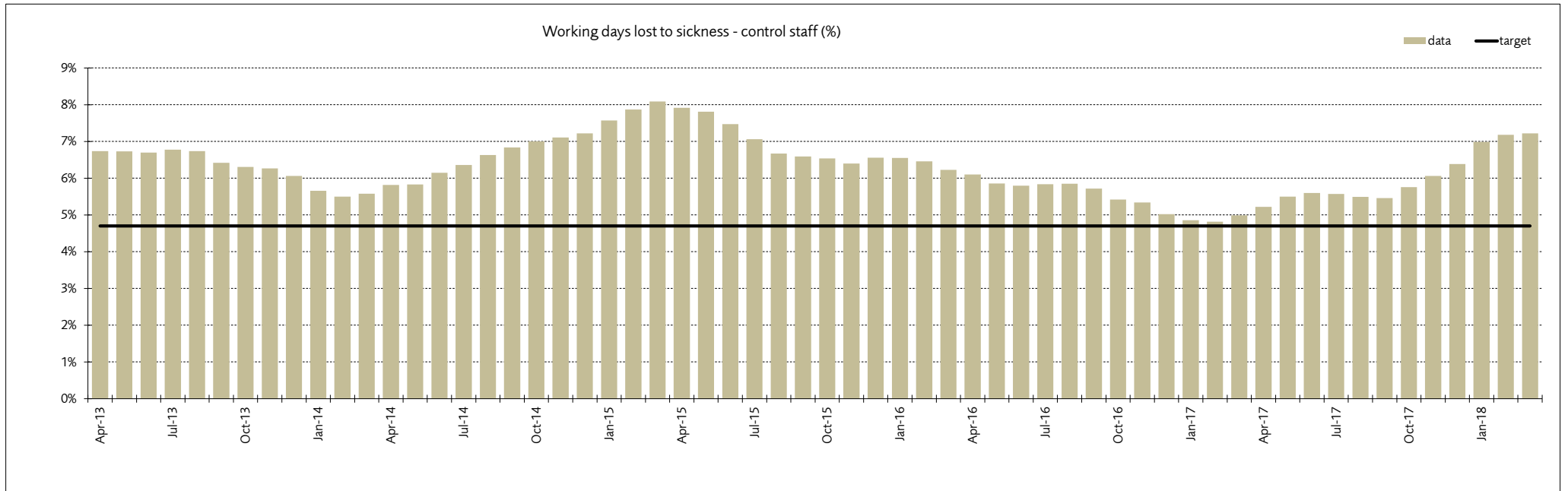
CO6B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - FRS staff (%) rolling 12 month	2013/14	2.62%	2.62%	2.65%	2.65%	2.61%	2.54%	2.48%	2.47%	2.57%	2.63%	2.73%	2.83%	2.48%
		2014/15	2.91%	3.03%	3.09%	3.14%	3.25%	3.36%	3.40%	3.43%	3.42%	3.36%	3.29%	3.19%	2.48%
		2015/16	3.12%	3.13%	3.10%	3.14%	3.13%	3.16%	3.22%	3.29%	3.41%	3.61%	3.76%	3.86%	2.48%
		2016/17	3.91%	3.96%	4.03%	4.00%	3.96%	3.97%	3.88%	3.83%	3.79%	3.63%	3.48%	3.44%	2.48%
		2017/18	3.42%	3.38%	3.34%	3.34%	3.41%	3.42%	3.44%	3.47%	3.48%	3.62%	3.79%	3.86%	2.48%



HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO6B	Working days lost to sickness - FRS staff (%)	rolling 12 month %	3.1%	3.2%	3.4%	3.9%	3.9%	4.0%	4.0%	3.8%	3.4%	3.4%	3.3%	3.4%	3.5%	3.9%	3.9%
		% for quarter	2.8%	3.4%	4.6%	4.7%		3.2%	3.3%	3.9%	3.5%		2.8%	3.6%	4.1%	4.9%	
		number for rolling 12 months	7.2	7.3	7.8	10.7	10.7	10.5	10.3	9.8	9.0	9.0	8.7	8.9	9.0	10.0	10.0

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 A professional organisation

CO6C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - control staff (%) rolling 12 month	2013/14	6.74%	6.73%	6.70%	6.78%	6.74%	6.42%	6.31%	6.27%	6.06%	5.66%	5.50%	5.58%	4.70%
		2014/15	5.82%	5.83%	6.15%	6.36%	6.63%	6.84%	7.00%	7.11%	7.22%	7.57%	7.87%	8.09%	4.70%
		2015/16	7.92%	7.81%	7.47%	7.06%	6.67%	6.59%	6.54%	6.40%	6.56%	6.55%	6.46%	6.23%	4.70%
		2016/17	6.10%	5.86%	5.80%	5.84%	5.85%	5.72%	5.42%	5.34%	5.02%	4.86%	4.82%	4.99%	4.70%
		2017/18	5.22%	5.50%	5.60%	5.57%	5.49%	5.46%	5.76%	6.06%	6.39%	6.99%	7.18%	7.22%	4.70%



HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO6C	Working days lost to sickness - control staff (%)	rolling 12 month %	7.5%	6.6%	6.6%	6.2%	6.2%	5.8%	5.7%	5.0%	5.0%	5.0%	5.6%	5.5%	6.4%	7.2%	7.2%
		% for quarter	4.7%	5.3%	7.8%	7.0%		3.1%	5.1%	5.0%	6.8%		5.5%	4.6%	8.6%	10.1%	
		number for rolling 12 months	12.6	10.7	10.7	11.4	11.4	10.6	8.6	9.2	9.1	9.1	10.2	10.0	11.7	13.2	13.2

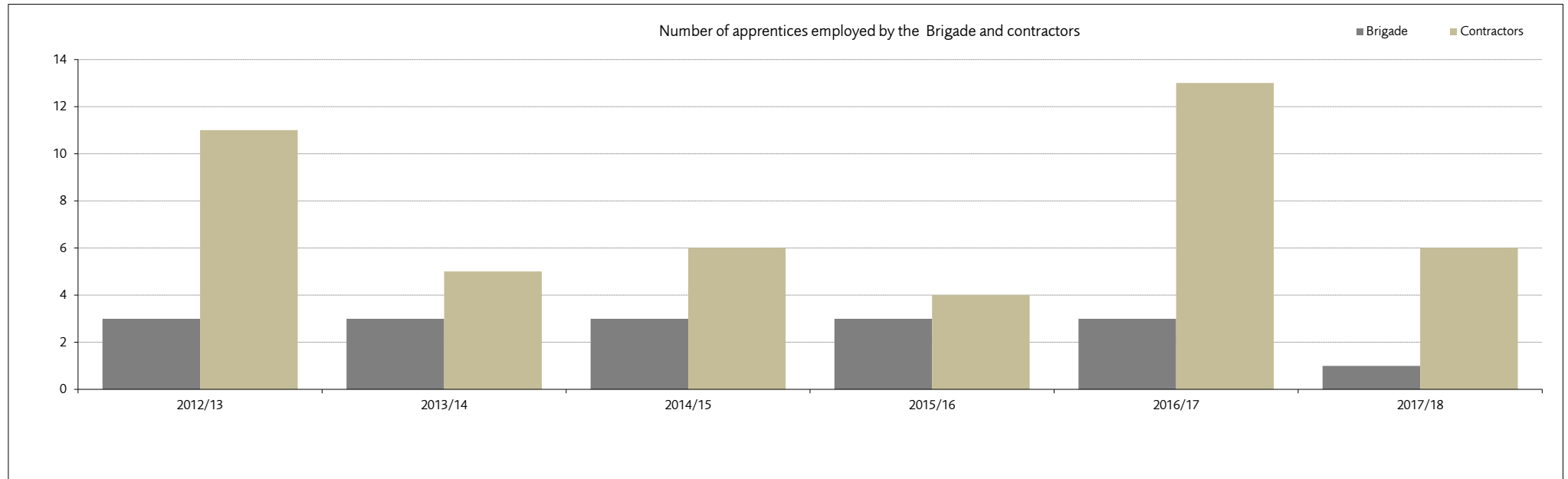
Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
A professional organisation

HoHRM	IP10A	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
	Number of apprentices employed by the Brigade (FTE) <i>Annual data</i>	3	3	3	3	3	1

target
up

HoP	IP10B	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
	Number of apprentices employed by contractors (FTE) <i>Annual data</i>	11	5	6	4	13	6

target
up



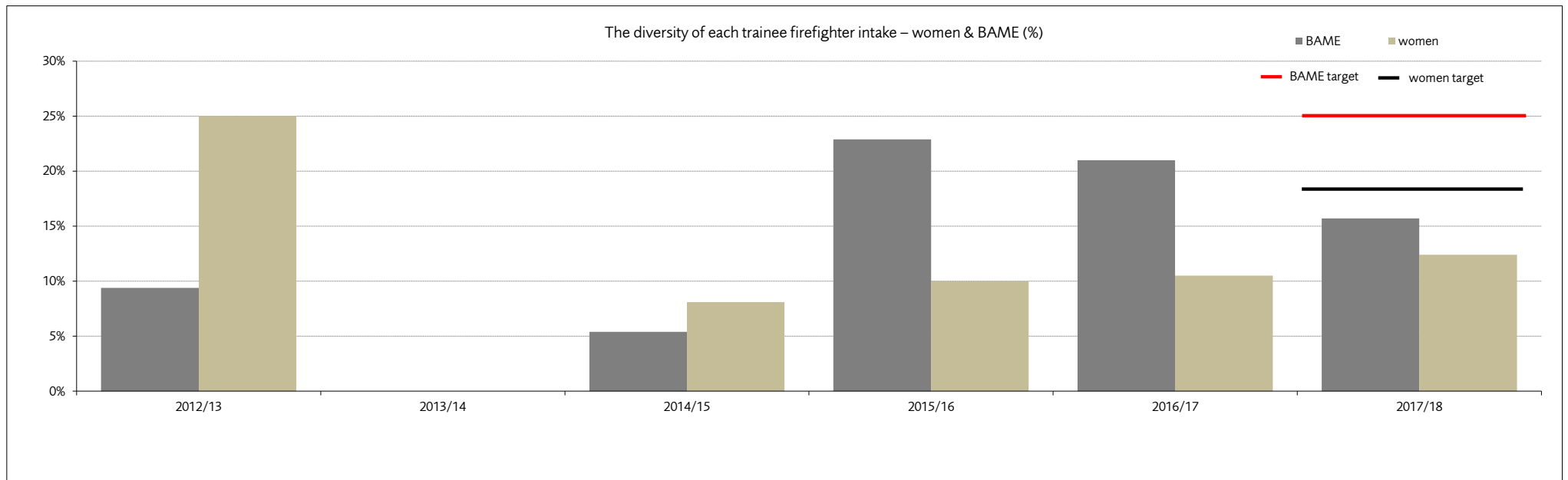
* Provisional data for 2017/18

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES

Inclusion

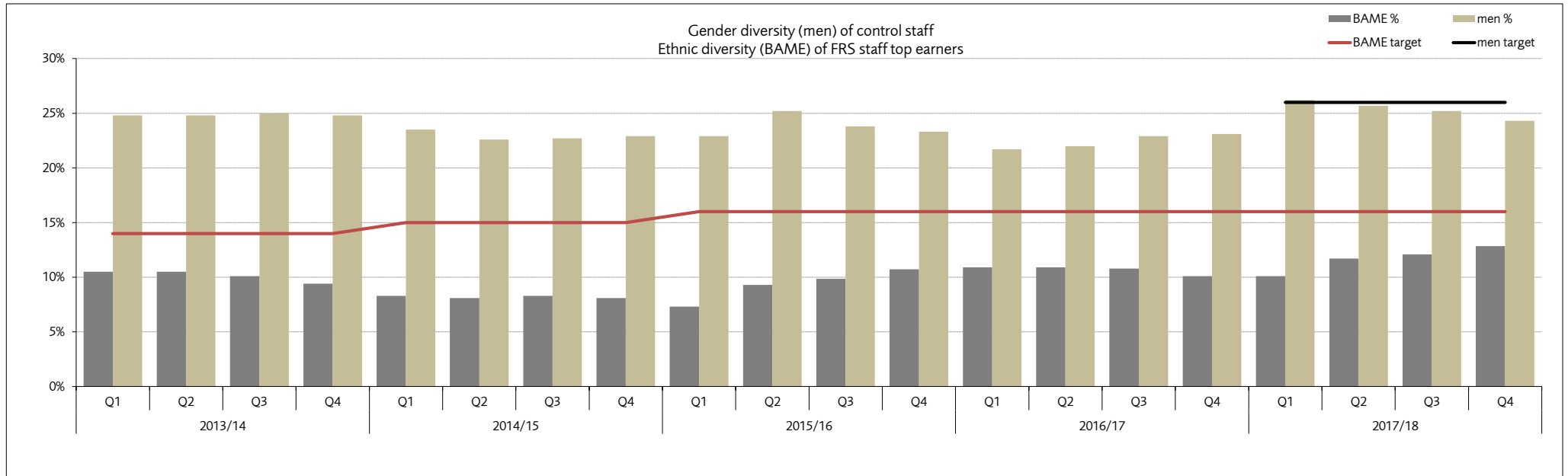
CO7A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Improve the ethnic diversity (BAME) of each trainee firefighter intake <i>Annual data</i>	Actual	9.4%	-	5.4%	22.9%	21.0%	15.7%
		Target	-	-	-	-	-	25.0%

CO7B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Improve the gender diversity (Woman) of each trainee firefighter intake <i>Annual data</i>	Actual	25.0%	-	8.1%	10.0%	10.5%	12.4%
		Target	-	-	-	-	-	18.0%



Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
Inclusion

	CO8		Q1	Q2	Q3	Q4	target	CO9	Q1	Q2	Q3	Q4	target
HoHR M	Gender diversity (men) of control staff	2013/14	24.8%	24.8%	25.0%	24.8%	-	Ethnic diversity (BAME) of FRS staff top earners	10.5%	10.5%	10.1%	9.4%	14%
		2014/15	23.5%	22.6%	22.7%	22.9%	-		8.3%	8.1%	8.3%	8.1%	15%
		2015/16	22.9%	25.2%	23.8%	23.3%	-		7.3%	9.3%	9.9%	10.7%	16%
		2016/17	21.7%	22.0%	22.9%	23.1%	-		10.9%	10.9%	10.8%	10.1%	16%
		2017/18	26.2%	25.7%	25.2%	24.3%	26%		10.1%	11.7%	12.1%	12.8%	16%



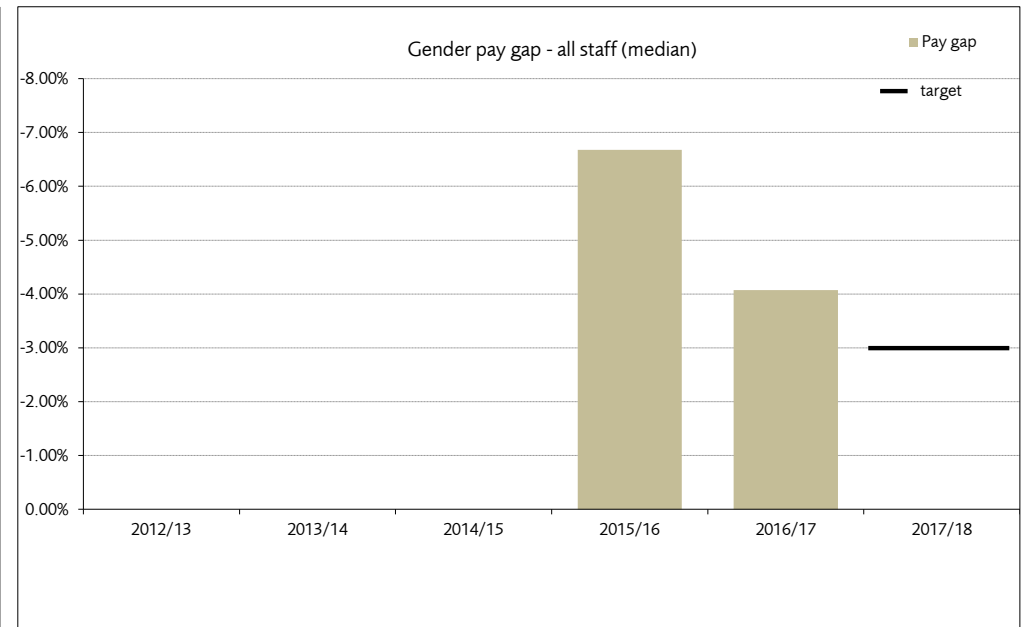
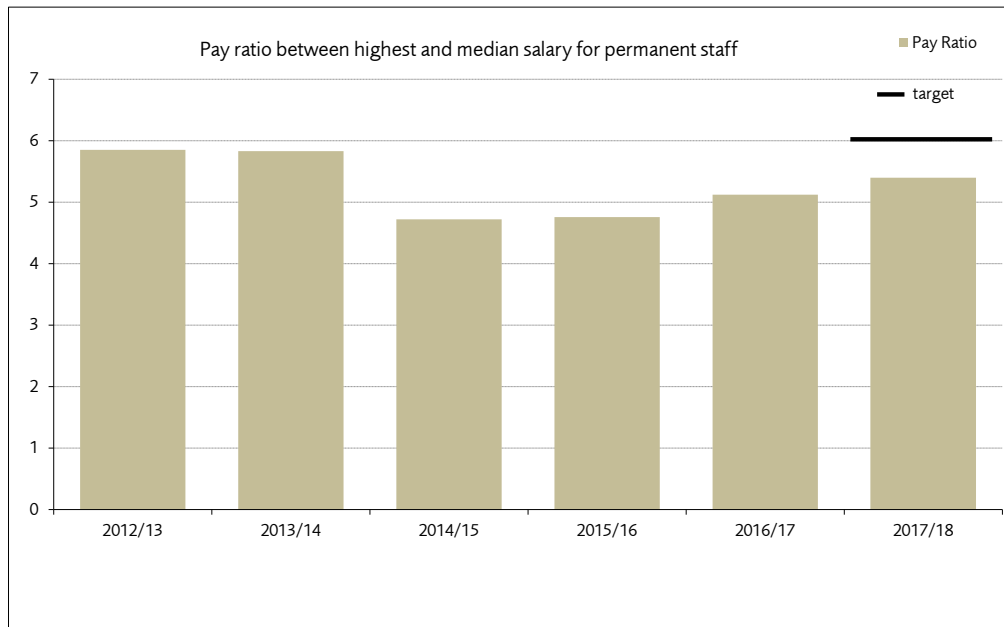
HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO8	Gender diversity (men) of control staff	No.	24	27	25	24	24	23	24	24	24	24	28	28	27	26	26
		% as at...	22.9%	25.2%	23.8%	23.3%	23.3%	21.7%	22.0%	22.9%	23.1%	23.1%	26.2%	25.7%	25.2%	24.3%	24.3%
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	10	13	14	15	15	15	15	15	14	14	15	17	18	19	19
		% as at...	7.3%	9.3%	9.9%	10.7%	10.7%	10.9%	10.9%	10.8%	10.1%	10.1%	10.1%	11.7%	12.1%	12.8%	12.8%

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES

Inclusion

CO10A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Pay ratio between highest and median salary for permanent staff <i>Annual data</i>	Actual	5.85	5.83	4.72	4.76	5.12	5.40
		Target	-	-	-	-	-	6.00

CO10B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Gender pay gap - all staff (median) <i>Annual data</i>	Actual	-	-	-	-6.68%	-4.07%	-
		Target	-	-	-	-	-	±3%



Before 2015/16 Data for CO10B- Gender pay gap is not available
Data for 2017/18 is not available yet

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX10A	% of workforce Operational staff women	% as at...	6.6%	6.7%	6.8%	6.8%	6.8%	6.8%	6.9%	6.9%	7.0%	7.0%	7.0%	7.1%	7.2%	7.2%	7.2%
		number	327	326	329	330		327	327	326	327		326	328	334	333	
CX10B	% of workforce FRS staff women	% as at...	44.5%	44.8%	44.5%	44.9%	44.9%	45.5%	46.0%	46.7%	46.8%	46.8%	47.7%	47.3%	48.3%	48.6%	48.6%
		number	345	349	348	352		353	357	362	368		371	364	378	387	
CX10C	% of workforce control staff women	% as at...	77.1%	74.8%	76.2%	76.7%	76.7%	78.3%	78.0%	77.1%	76.9%	76.9%	73.8%	74.3%	74.8%	76.1%	76.1%
		number	81	80	80	79		83	85	81	80		79	81	80	86	
CX11A	% of workforce Operational staff BAME	% as at...	12.3%	12.5%	12.6%	12.6%	12.6%	12.6%	12.7%	12.8%	13.0%	13.0%	13.1%	13.1%	13.1%	13.3%	13.3%
		number	613	608	610	608		601	603	600	609		606	605	605	617	
CX11B	% of workforce FRS staff BAME	% as at...	25.8%	26.1%	26.3%	26.3%	26.3%	26.3%	26.7%	26.7%	27.4%	27.4%	27.9%	28.2%	28.6%	29.2%	29.2%
		number	200	203	206	206		204	207	207	215		217	217	224	233	
CX11C	% of workforce control staff BAME	% as at...	11.4%	11.2%	11.4%	11.7%	11.7%	11.3%	11.9%	11.4%	12.5%	12.5%	11.2%	12.8%	11.2%	12.4%	12.4%
		number	12	12	12	12		12	13	12	13		12	14	12	14	
CX12A	% of workforce Operational staff disabled	% as at...	3.1%	3.2%	3.2%	3.2%	3.2%	3.3%	3.5%	3.7%	3.8%	3.8%	4.0%	4.2%	5.1%	5.2%	5.2%
		number	152	154	153	153		156	168	174	180		185	192	236	242	
CX12B	% of workforce FRS staff disabled	% as at...	8.9%	9.1%	9.2%	9.1%	9.1%	9.2%	9.5%	10.2%	10.8%	10.8%	11.1%	12.3%	13.8%	13.6%	13.6%
		number	69	71	72	71		71	74	79	85		86	95	108	108	
CX12C	% of workforce control staff disabled	% as at...	8.6%	8.4%	8.6%	8.7%	8.7%	8.5%	8.3%	10.5%	10.6%	10.6%	10.3%	10.1%	11.2%	10.6%	10.6%
		number	9	9	9	9		9	9	11	11		11	11	12	12	
CX13A	% of workforce Operational staff LGB	% as at...	3.6%	3.7%	3.6%	3.7%	3.7%	3.7%	3.8%	3.9%	3.9%	3.9%	4.0%	4.2%	4.7%	4.7%	4.7%
		number	180	178	176	178		177	182	184	185		187	193	216	216	
CX13B	% of workforce FRS staff LGB	% as at...	4.3%	4.2%	4.3%	4.5%	4.5%	4.3%	4.6%	4.5%	4.7%	4.7%	5.0%	4.9%	4.5%	4.4%	4.4%
		number	33	33	34	35		33	36	35	37		39	38	35	35	
CX13C	% of workforce control staff LGB	% as at...	1.0%	0.9%	1.0%	1.0%	1.0%	0.9%	1.8%	1.9%	1.9%	1.9%	2.8%	3.7%	3.7%	5.3%	5.3%
		number	1	1	1	1		1	2	2	2		3	4	4	6	

Our Performance 2017/18

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX14A	Promoted staff to reflect the ethnic diversity (BAME) – Operational staff	% rolling 12 month	12.6%	10.9%	7.3%	7.6%	7.6%	10.8%	10.5%	11.1%	11.0%	11.0%	9.8%	10.1%	11.4%	11.5%	11.5%
		number	18	16	12	13		32	30	30	29		19	21	24	21	
CX14B	Promoted staff to reflect the ethnic diversity (BAME) – FRS staff	% rolling 12 month	22.0%	25.0%	28.8%	32.8%	32.8%	43.4%	40.0%	36.0%	36.5%	36.5%	30.0%	27.5%	30.2%	24.0%	24.0%
		number	9	11	17	20		23	22	18	19		15	14	16	12	
CX14C	Promoted staff to reflect the ethnic diversity (BAME) – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	11.1%	10.0%	10.0%	11.1%	0.0%	0.0%	n/a	n/a
		number	0	0	0	0		0	1	1	1		1	0	0	0	
CX14D	Promoted staff to reflect the gender diversity (Women) – Operational staff	% rolling 12 month	11.2%	10.9%	10.9%	11.6%	11.6%	7.1%	6.7%	5.2%	5.3%	5.3%	7.7%	9.1%	9.0%	10.4%	10.4%
		number	16	16	18	20		21	19	14	14		15	19	19	19	
CX14E	Promoted staff to reflect the gender diversity (Women) – FRS staff	% rolling 12 month	58.5%	54.5%	52.5%	47.5%	47.5%	52.8%	58.2%	56.0%	63.5%	63.5%	58.0%	54.9%	58.5%	58.0%	58.0%
		number	24	24	31	29		28	32	28	33		29	28	31	29	
CX14F	Promoted staff to reflect the gender diversity (Women) – Control staff	% rolling 12 month	60.0%	60.0%	60.0%	100%	100%	100%	75.0%	77.8%	80.0%	80.0%	77.8%	100%	100%	n/a	n/a
		number	3	3	3	3		1	6	7	8		7	2	1	0	
CX14G	Promoted staff to reflect the disability diversity – Operational staff	% rolling 12 month	6.3%	8.2%	9.1%	8.7%	8.7%	6.1%	5.3%	4.1%	4.2%	4.2%	4.1%	4.3%	6.2%	6.6%	6.6%
		number	9	12	15	15		18	15	11	11		8	9	13	12	
CX14H	Promoted staff to reflect the disability diversity – FRS staff	% rolling 12 month	19.5%	18.2%	15.3%	11.5%	11.5%	7.5%	5.5%	6.0%	7.7%	7.7%	8.0%	9.8%	11.3%	12.0%	12.0%
		number	8	8	9	7		4	3	3	4		4	5	6	6	
CX14J	Promoted staff to reflect the disability diversity – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	n/a	n/a
		number	0	0	0	0		0	0	0	0		0	0	0	0	
CX14K	Promoted staff to reflect the LGBT diversity – Operational staff	% rolling 12 month	7.0%	6.1%	6.1%	6.4%	6.4%	3.0%	3.2%	3.0%	3.4%	3.4%	5.2%	5.8%	5.2%	4.9%	4.9%
		number	10	9	10	11		9	9	8	9		10	12	11	9	
CX14L	Promoted staff to reflect the LGBT diversity – FRS staff	% rolling 12 month	9.8%	9.1%	6.8%	6.6%	6.6%	5.7%	5.5%	6.0%	7.7%	7.7%	12.0%	9.8%	9.4%	8.0%	8.0%
		number	4	4	4	4		3	3	3	4		6	5	5	4	
CX14M	Promoted staff to reflect the LGBT diversity – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	n/a	n/a
		number	0	0	0	0		0	0	0	0		0	0	0	0	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX15A	Top earners Operational staff women	% as at...	7.8%	8.2%	7.2%	7.6%	7.6%	7.6%	7.8%	7.5%	6.9%	6.9%	7.1%	6.8%	6.5%	6.6%	6.6%
		number	17	19	17	18	18	18	18	18	16	16	15	16	15	15	15
CX15B	Top earners FRS staff women	% as at...	38.7%	41.4%	41.5%	43.6%	43.6%	45.3%	45.3%	44.6%	43.9%	43.9%	43.9%	43.4%	43.6%	43.9%	43.9%
		number	53	58	59	61	61	62	62	62	61	61	61	63	65	65	65
CX15C	Top earners control staff women	% as at...	63.6%	60.0%	50.0%	55.6%	55.6%	60.0%	66.7%	50.0%	55.6%	55.6%	50.0%	50.0%	45.5%	58.3%	58.3%
		number	7	6	5	5	5	6	6	5	5	5	5	5	5	7	7
CX15D	Top earners Operational staff BAME	% as at...	10.6%	10.4%	10.6%	11.4%	11.4%	11.4%	11.2%	11.3%	12.1%	12.1%	12.4%	12.3%	11.2%	11.5%	11.5%
		number	23	24	25	27	27	27	26	27	28	28	28	29	26	26	26
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CX15G	Top earners Operational staff LGBT	% as at...	3.2%	3.5%	3.4%	3.4%	3.4%	3.4%	3.9%	4.2%	3.9%	3.9%	4.0%	3.8%	3.9%	4.0%	4.0%
		number	7	8	8	8	8	8	9	10	9	9	9	9	9	9	9
CX15H	Top earners FRS staff LGBT	% as at...	5.8%	6.4%	7.0%	7.9%	7.9%	6.6%	7.3%	7.2%	7.9%	7.9%	7.9%	7.6%	6.7%	6.1%	6.1%
		number	8	9	10	11	11	9	10	10	11	11	11	11	10	9	9
CX15I	Top earners control staff LGBT	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	10.0%	9.1%	8.3%	8.3%
		number	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1
CX15J	Top earners Operational staff disabled	% as at...	4.6%	4.8%	4.7%	4.7%	4.7%	5.1%	7.3%	7.5%	7.8%	7.8%	8.0%	8.5%	10.8%	11.5%	11.5%
		number	10	11	11	11	11	12	17	18	18	18	18	20	25	26	26
CX15K	Top earners FRS staff disabled	% as at...	4.4%	4.3%	4.2%	4.3%	4.3%	4.4%	4.4%	4.3%	4.3%	4.3%	4.3%	4.1%	7.4%	6.8%	6.8%
		number	6	6	6	6	6	6	6	6	6	6	6	6	11	10	10
CX15L	Top earners control staff disabled	% as at...	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	8.3%
		number	1	0	0	0	0	0	1	0	0	0	0	0	0	1	1

Our Performance 2017/18

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX16A	Voluntary leavers Operational staff BAME	% as at...	11.0%	10.2%	9.6%	9.3%	9.3%	10.6%	13.4%	14.0%	10.7%	10.7%	10.2%	10.0%	12.1%	13.3%	13.3%
		number	30	31	29	28	28	27	30	33	25	25	26	26	30	33	33
CX16B	Voluntary leavers Operational staff women	% as at...	3.3%	2.6%	2.6%	1.7%	1.7%	2.8%	4.0%	5.1%	6.0%	6.0%	6.3%	5.7%	5.2%	5.2%	5.2%
		number	9	8	8	5	5	7	9	12	14	14	16	15	13	13	13
CX16C	Voluntary leavers FRS staff BAME	% as at...	15.4%	12.5%	12.5%	21.6%	21.6%	21.6%	21.1%	23.3%	11.9%	11.9%	14.3%	14.3%	14.6%	19.1%	19.1%
		number	6	4	4	8	8	8	8	10	5	5	7	7	7	9	9
CX16D	Voluntary leavers FRS staff women	% as at...	30.8%	34.4%	37.5%	40.5%	40.5%	35.1%	36.8%	34.9%	26.2%	26.2%	34.7%	38.8%	33.3%	34.0%	34.0%
		number	12	11	12	15	15	13	14	15	11	11	17	19	16	16	16

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES

		<i>Inclusion</i>					
	IP19	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoP	Contractor staff paid London's Living Wage <i>Annual data</i>	221	180	182	179	162	176

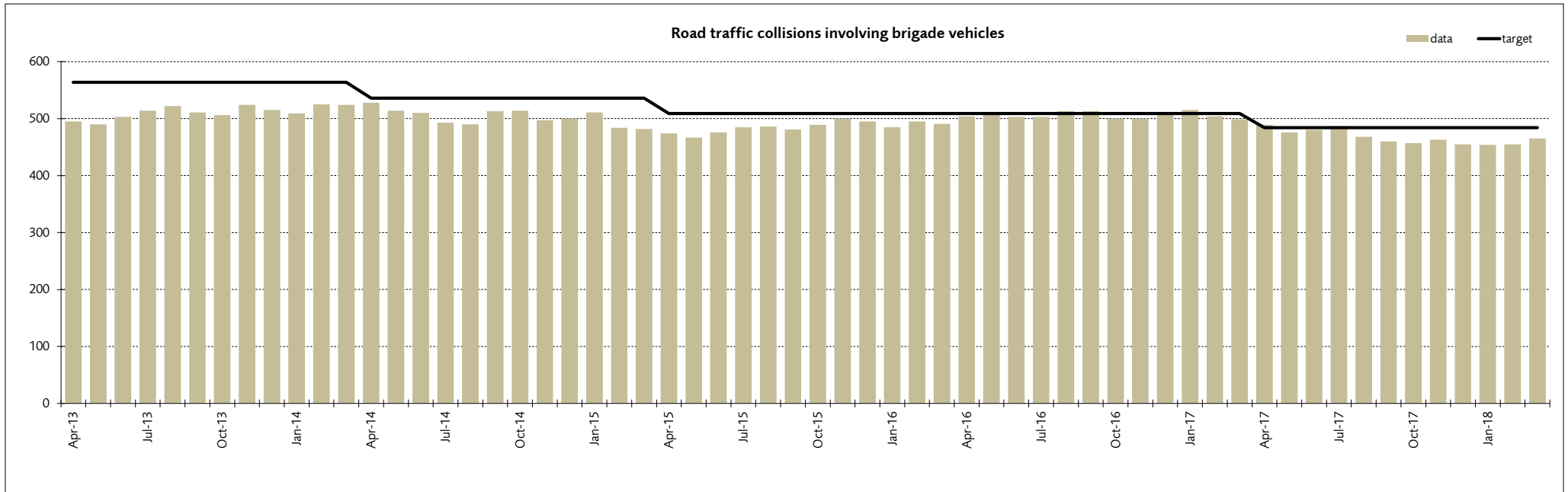
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* Provisional data for 2017/18

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
Safety

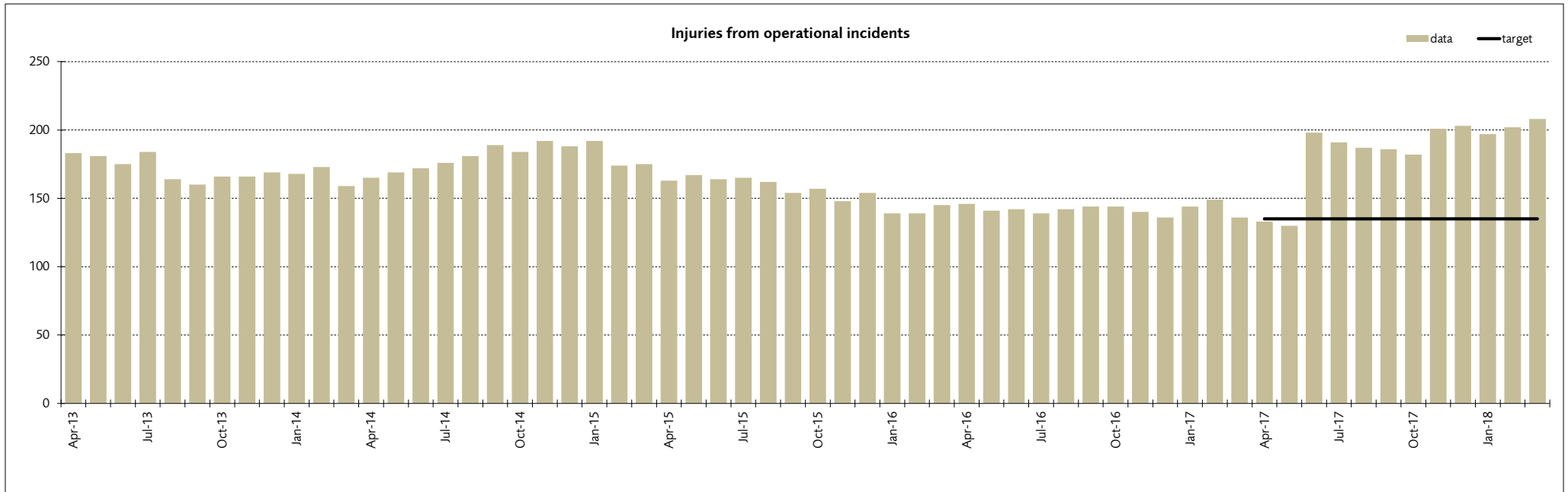
CO11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Road traffic collisions involving brigade vehicles rolling 12 month	2013/14	495	490	503	514	522	511	506	524	515	509	525	524	564
		2014/15	528	514	510	493	490	513	514	497	500	511	484	482	536
		2015/16	474	467	476	485	486	481	489	500	495	485	495	491	509
		2016/17	504	511	503	503	513	513	500	500	509	515	504	499	509
		2017/18	489	476	480	487	468	460	457	463	455	454	455	465	484



HoHS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	476	481	495	491	491	503	513	509	499	499	480	460	455	465	465
		number in quarter	120	141	124	106		132	151	120	96		113	131	115	106	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 Safety

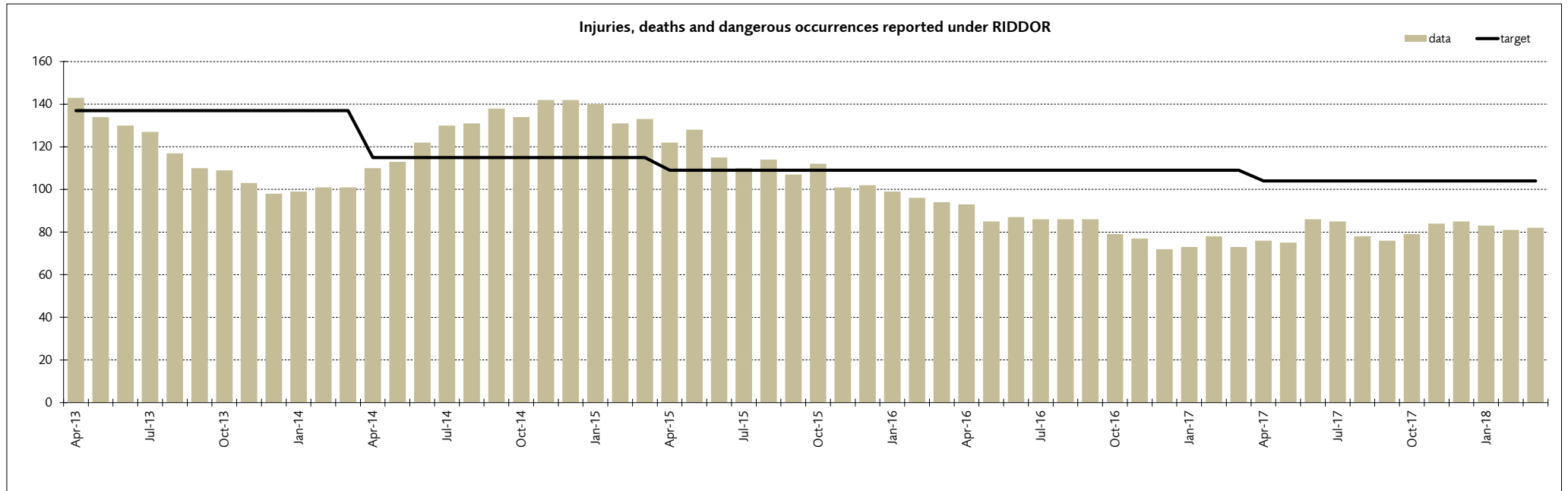
CO12			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries from operational incidents rolling 12 month	2013/14	183	181	175	184	164	160	166	166	169	168	173	159	-
		2014/15	165	169	172	176	181	189	184	192	188	192	174	175	-
		2015/16	163	167	164	165	162	154	157	148	154	139	139	145	-
		2016/17	146	141	142	139	142	144	144	140	136	144	149	136	-
		2017/18	133	130	198	191	187	186	182	201	203	197	202	208	135



HoHS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO12	Injuries from operational incidents	rolling 12 month	164	154	154	145	145	142	144	136	136	136	198	186	203	208	208
		number in quarter	37	41	40	27		34	43	32	27		96	31	49	32	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 Safety

CO13			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries, deaths and dangerous occurrences reported under RIDDOR rolling 12 month	2013/14	143	134	130	127	117	110	109	103	98	99	101	101	137
		2014/15	110	113	122	130	131	138	134	142	142	140	131	133	115
		2015/16	122	128	115	110	114	107	112	101	102	99	96	94	109
		2016/17	93	85	87	86	86	86	79	77	72	73	78	73	109
		2017/18	76	75	86	85	78	76	79	84	85	83	81	82	104



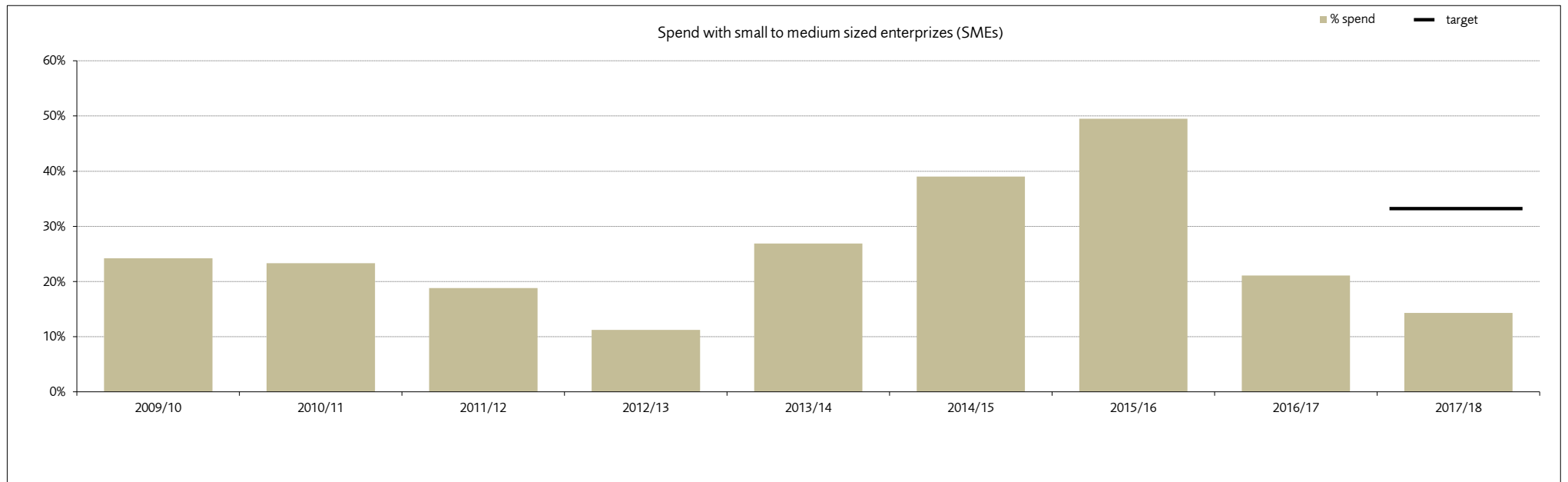
HoHS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO13	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	115	107	102	94	94	87	86	72	73	73	86	76	85	82	82
		number in quarter	28	28	23	15		21	27	9	16		34	17	18	13	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
Safety

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX17A	RIDDOR - deaths	rolling 12 month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		number in quarter	0	0	0	0		0	0	0	0		0	0	0	0	
CX17B	RIDDOR - 'specified' injuries	rolling 12 month	11	11	8	4	4	1	1	1	1	1	5	4	4	4	4
		number in quarter	3	1	0	0		0	1	0	0		4	0	0	0	
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	104	96	93	89	89	85	84	70	71	71	80	71	81	78	78
		number in quarter	25	27	22	15		21	26	8	16		30	17	18	13	
CX17D	Deaths and serious injuries to MoP from RTC's involving Brigade vehicles	rolling 12 month	n/a	n/a	n/a	10	10	9	8	8	11	11	11	9	9	6	6
		number in quarter	1	4	4	1		0	3	4	4		0	1	4	1	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES

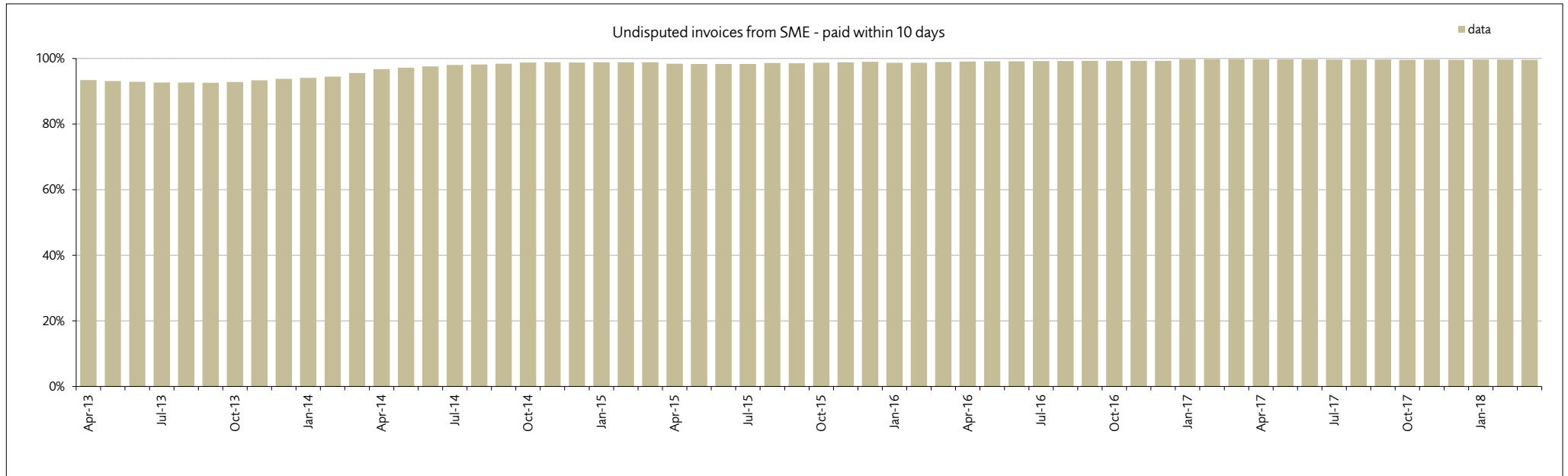
CO14			2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoP	Spend with small to medium sized enterprizes (SMEs) <i>Annual data</i>	Actual	24.2%	23.3%	18.8%	11.2%	26.9%	39.0%	49.5%	21.1%	14.3%
		Target	-	-	-	-	-	-	-	-	33.0%



* Provisional data for 2017/18

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 Sustainability

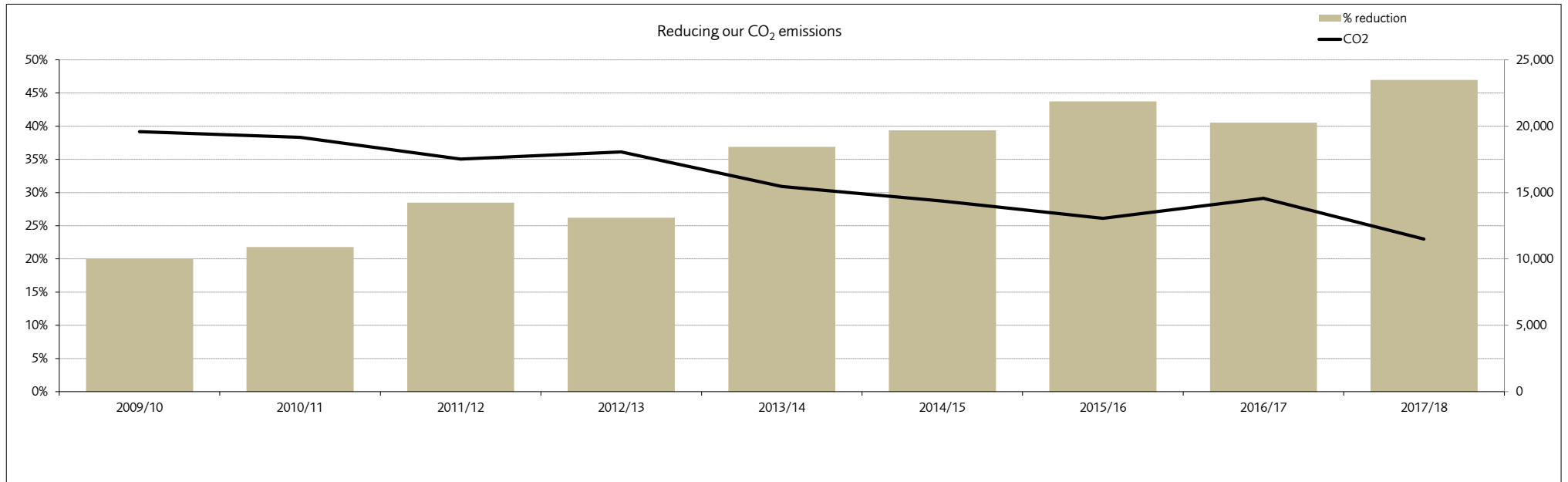
CX18			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoF	Undisputed invoices from SME - paid within 10 days (%) rolling 12 month	2013/14	93.5%	93.2%	92.9%	92.7%	92.7%	92.6%	92.9%	93.4%	93.9%	94.1%	94.5%	95.6%
		2014/15	96.8%	97.2%	97.6%	98.1%	98.2%	98.5%	98.8%	98.8%	98.8%	98.9%	98.9%	98.9%
		2015/16	98.4%	98.4%	98.4%	98.4%	98.7%	98.6%	98.7%	98.9%	99.0%	98.7%	98.7%	99.0%
		2016/17	99.1%	99.2%	99.2%	99.2%	99.3%	99.4%	99.3%	99.3%	99.3%	99.8%	99.9%	99.8%
		2017/18	99.8%	99.8%	99.8%	99.7%	99.7%	99.7%	99.7%	99.7%	99.6%	99.7%	99.7%	99.6%



HoF			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	98.4%	98.6%	99.0%	99.0%	99.0%	99.2%	99.4%	99.3%	99.8%	99.8%	99.8%	99.7%	99.6%	99.6%	99.6%
		% in quarter	98.2%	98.8%	99.8%	98.7%		99.9%	99.8%	99.9%	99.7%		99.6%	99.5%	99.7%	99.7%	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES

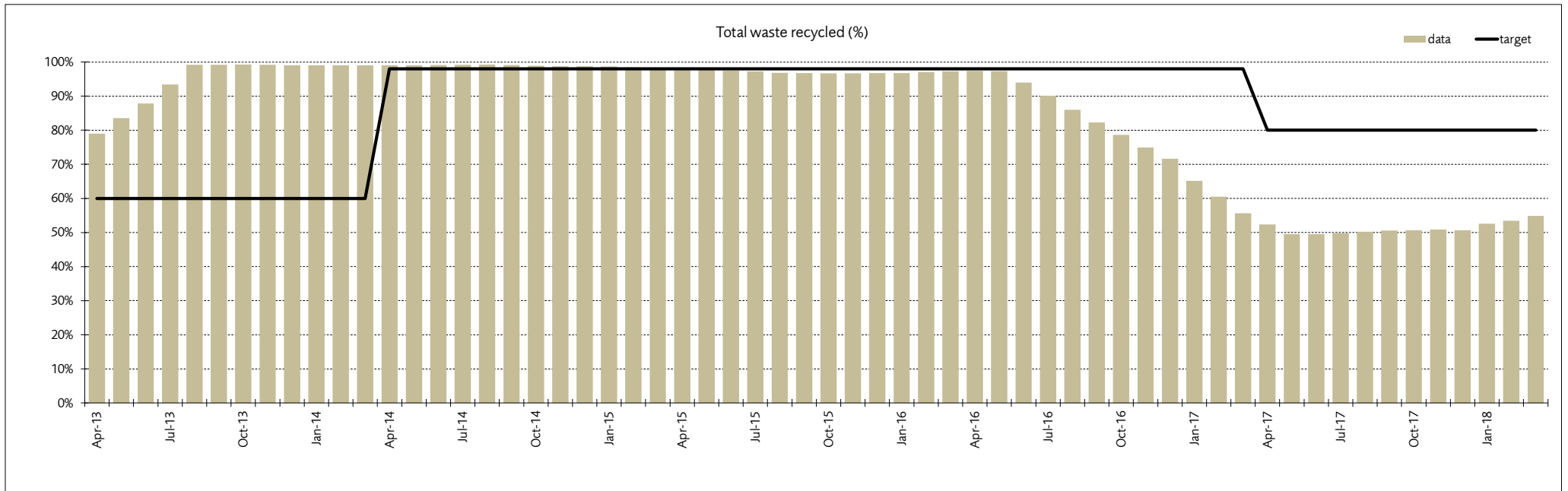
CO15			Sustainability								
HoP	Reducing our CO ₂ emissions <i>Annual data</i>	Total CO ₂ (tn)	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
		% Change	20.0%	21.8%	28.5%	26.2%	36.9%	39.4%	43.7%	40.5%	47.0%
		Target	-	-	-	6%	32%	45%	45%	45%	45%



* Buildings data for 2017/18

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 Sustainability

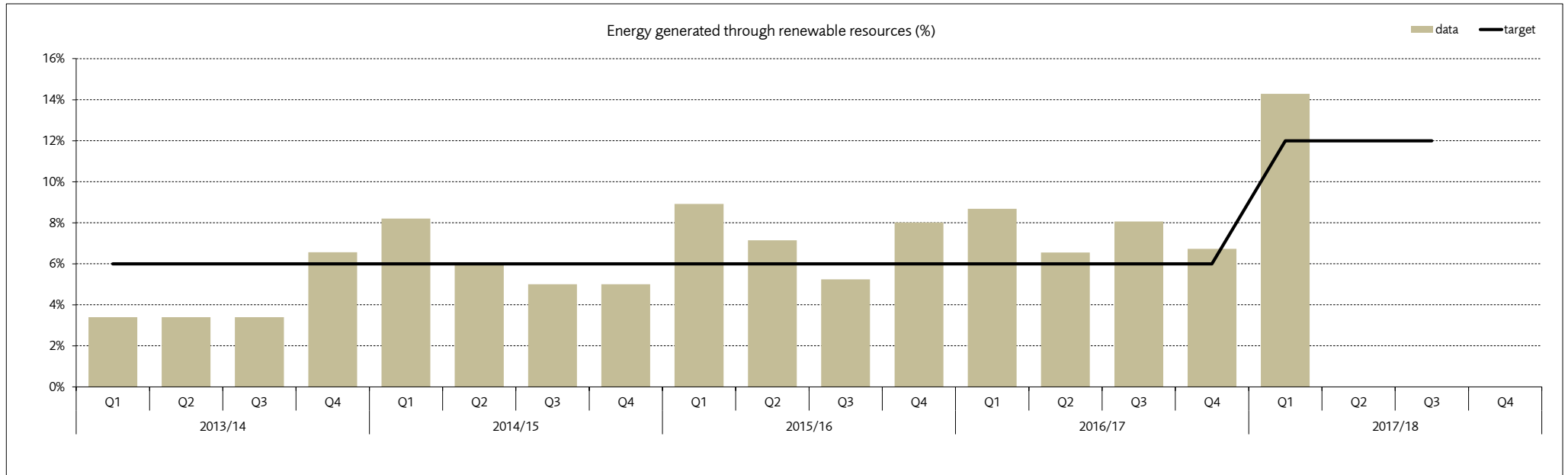
IP20			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoTSS	Total waste recycled (%) rolling 12 month	2013/14	79.0%	83.6%	87.8%	93.4%	99.2%	99.1%	99.2%	99.2%	99.0%	99.1%	99.0%	99.0%	60%
		2014/15	99.0%	99.0%	99.1%	99.2%	99.2%	99.1%	98.9%	98.8%	98.8%	98.7%	98.4%	98.2%	98%
		2015/16	98.0%	97.7%	97.5%	97.3%	96.9%	96.8%	96.7%	96.7%	96.7%	96.8%	97.1%	97.3%	98%
		2016/17	97.4%	97.3%	94.0%	90.1%	86.0%	82.2%	78.6%	74.9%	71.7%	65.1%	60.5%	55.6%	98%
		2017/18	52.4%	49.5%	49.5%	49.8%	50.3%	50.6%	50.6%	50.9%	50.6%	52.6%	53.4%	54.9%	80%



HoTSS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP20	Total waste recycled (%)	rolling 12 month (kg)	915,817	750,155	672,197	689,363	689,363	695,918	633,922	548,647	501,003	501,003	469,877	505,258	518,703	503,954	503,954
		Rolling 12 month (%)	97.5%	96.8%	96.7%	97.3%	97.3%	94.0%	82.2%	71.7%	55.6%	55.6%	49.5%	50.6%	50.6%	54.9%	54.9%
		Percentage in quarter	96.5%	95.8%	97.9%	98.7%		84.0%	50.8%	55.3%	41.6%		55.4%	54.4%	54.2%	55.7%	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 Sustainability

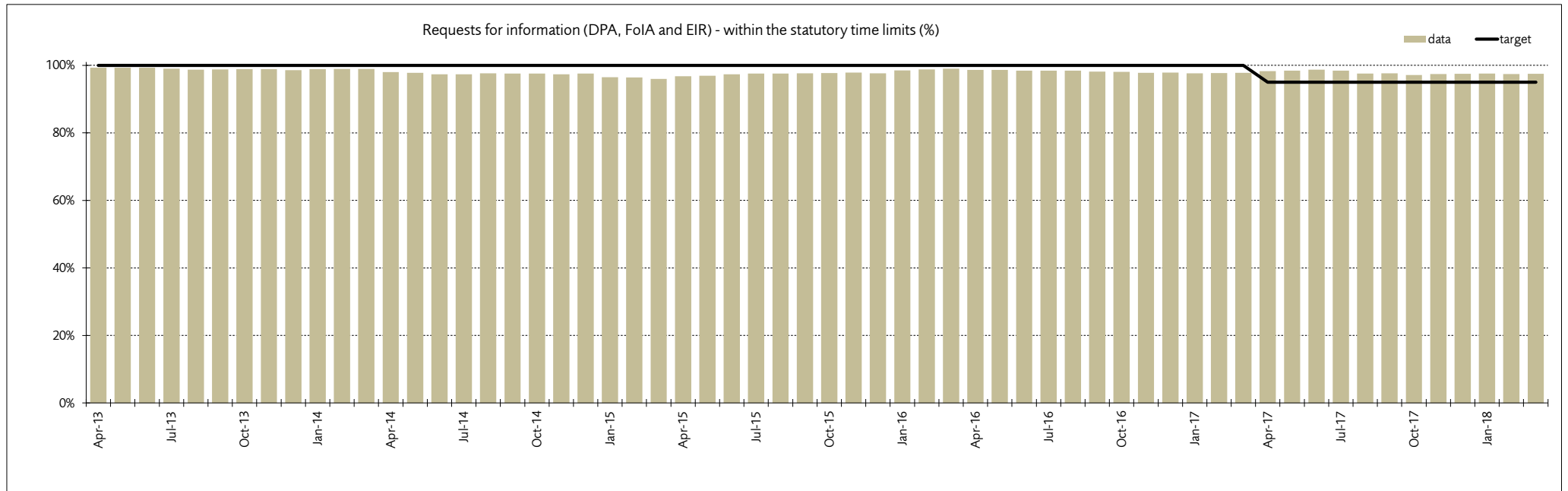
IP21			Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) rolling 12 month	2013/14	3.4%	3.4%	3.4%	6.6%	6%
		2014/15	8.2%	6.0%	5.0%	5.0%	6%
		2015/16	8.9%	7.2%	5.2%	8.0%	6%
		2016/17	8.7%	6.6%	8.1%	6.7%	6%
		2017/18	14.3%				12%



Q2, Q3 and Q4 data for 'IP21 Energy generated through renewable resources' is not available yet

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 Accountability

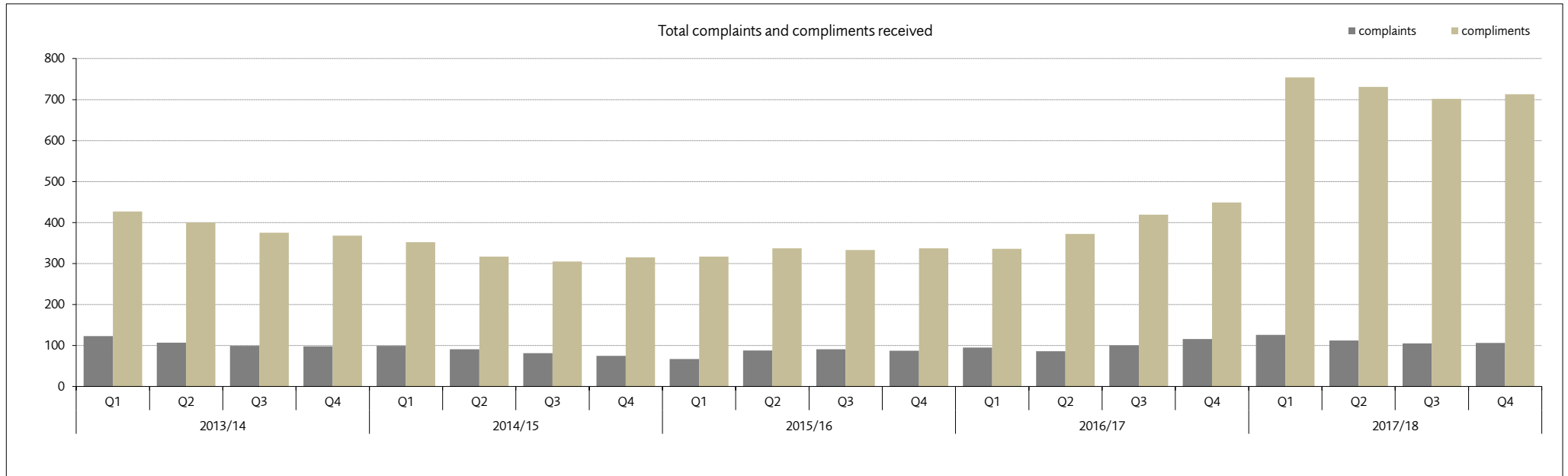
CO16			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoICT	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%) rolling 12 month	2013/14	99.3%	99.3%	99.3%	99.0%	98.7%	98.8%	98.8%	98.9%	98.6%	98.9%	98.9%	99.0%	100%
		2014/15	98.0%	97.8%	97.4%	97.4%	97.7%	97.6%	97.6%	97.3%	97.6%	96.5%	96.5%	96.0%	100%
		2015/16	96.8%	97.0%	97.4%	97.6%	97.6%	97.6%	97.7%	97.9%	97.6%	98.5%	98.8%	99.0%	100%
		2016/17	98.7%	98.7%	98.4%	98.4%	98.4%	98.1%	98.1%	97.8%	97.9%	97.6%	97.7%	97.8%	100%
		2017/18	98.3%	98.4%	98.8%	98.4%	97.6%	97.7%	97.2%	97.5%	97.5%	97.6%	97.5%	97.5%	95%



HoICT			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	97.4%	97.6%	97.6%	99.0%	99.0%	98.4%	98.1%	97.9%	97.8%	97.8%	98.8%	97.7%	97.5%	97.5%	97.5%
		percentage in quarter	99.1%	100%	99.0%	98.0%		96.7%	98.9%	97.8%	97.8%		100%	95.2%	97.1%	97.6%	

Our Performance 2017/18
AIM 3 : PEOPLE and RESOURCES
 Accountability

	IP22		Q1	Q2	Q3	Q4	target	IP23	Q1	Q2	Q3	Q4	target
HoCO	Total complaints received <i>rolling 12 month</i>	2013/14	123	107	99	98	down	Total compliments received <i>rolling 12 month</i>	427	400	375	368	up
		2014/15	99	91	81	75	down		352	317	305	315	up
		2015/16	67	88	91	87	down		317	337	333	337	up
		2016/17	95	86	100	116	down		336	372	419	449	up
		2017/18	126	112	105	106	down		754	731	702	713	up



HoCO			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP22	Total complaints received	rolling 12 month	67	88	91	87	87	95	86	100	116	116	126	112	105	106	106
		number in quarter	13	40	19	15		21	31	33	31		31	17	26	32	
IP23	Total compliments received	rolling 12 month	317	337	333	337	337	336	372	419	449	449	754	731	702	713	713
		number in quarter	88	103	65	81		87	139	112	111		392	116	83	122	

Our Performance 2017/18

		Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
Dwelling fires with no smoke alarm fitted	rolling 12 month	34.5%	33.7%	32.8%	32.7%	32.7%	31.9%	31.1%	30.7%	30.0%	30.0%	29.1%	28.7%	28.3%	28.6%	28.6%
	number in quarter	34.7%	33.1%	31.5%	31.3%		31.6%	29.8%	30.2%	28.4%		28.1%	28.1%	28.4%	29.7%	
Number of school children reached	rolling 12 month	71,279	77,274	87,150	90,317	90,317	94,831	96,684	94,606	93,694	93,694	96,623	99,558	96,052	88,355	88,355
	number in quarter	21,882	15,157	25,944	27,334		26,396	17,010	23,866	26,422		29,325	19,945	20,360	18,725	
Participants of JFIS schemes	rolling 12 month	Annual data				135	Annual data				131	Annual data				167
	number in quarter															
Participants of LIFE schemes	rolling 12 month	482	555	605	651	651	663	634	625	630	630	587	598	637	635	635
	number in quarter	177	143	165	166		189	114	156	171		146	125	195	169	
Participants of Fire Cadets scheme *July passout	rolling 12 month	Annual data				124*	Annual data (includes graduate cadets)				191*	Annual data (includes graduate cadets)				252*
	number in quarter															
Enforcement notices served as a % of all on-site inspections / audits	rolling 12 month	2.9%	2.8%	2.8%	2.6%	2.6%	2.6%	2.5%	2.4%	2.7%	2.7%	3.0%	3.4%	3.7%	3.3%	3.3%
	number in quarter	2.5%	2.5%	2.8%	2.4%		2.5%	2.5%	2.3%	3.5%		3.9%	4.0%	3.3%	2.2%	
Prosecutions made	rolling 12 month	3	5	5	4	4	4	4	4	5	5	10	10	9	8	8
	number in quarter	0	2	1	1		0	2	1	2		5	2	0	1	
Successful prosecutions	rolling 12 month	3	5	5	4	4	4	4	4	5	5	10	10	9	8	8
	number in quarter	0	2	1	1		0	2	1	2		5	2	0	1	
Prohibition notices served	rolling 12 month	35	32	34	29	29	28	42	46	51	51	52	49	55	63	63
	number in quarter	8	6	8	7		7	20	12	12		8	17	18	20	
Special services flooding	rolling 12 month	6,300	6,275	6,262	6,254	6,254	6,673	6,556	6,665	6,674	6,674	6,382	6,497	6,530	7,632	7,632
	number in quarter	1,386	1,669	1,618	1,581		1,805	1,552	1,727	1,590		1,513	1,667	1,760	2,692	
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	421	424	421	404	404	378	378	374	412	412	487	562	644	676	676
	number in quarter	117	93	96	98		91	93	92	136		166	168	174	168	

Our Performance 2017/18

Index

A	AFAs - in all building	31
	AFAs - non domestic properties	30
	All fires	2
	Alleged fire risks - 3 hour response	28
	Apprentices employed by the Brigade (FTE)	45
	Apprentices employed by the contractors (FTE)	45
	Arrival time - first appliance	38
	Arrival time - less than 10 minutes	40
	Arrival time - less than 12 minutes	41
	Arrival time - second appliance	39
	Arson incidents - all deliberate fires	6
B	Boroughs below national average	1
C	Care home fire	5
	Casualties at road traffic collisions	21
	Community Fire Cadets Scheme	65
	Community Fire Cadets scheme - participants	65
	Community Safety - time spent by station based staff	25
	Consultations received% responses with in 14 days	27
	Contractor staff paid London's Living Wage	53
D	Deaths at special services	19
	Diversity of each trainee firefighter intake	46
	Diversity (men) of control staff	47
	Diversity (BAME) of FRS staff top earners	47
	Dwelling fires - all	3
	Dwelling fires - no smoke alarm fitted	65
E	Emergency calls answered within 7 seconds	35
	Educating young people on the risks	24
	Energy requirement generated through renewable resources	62
	Enforcement notices served	65

F	Fatal dwelling fires - no smoke alarm was fitted	65
	Fatal fires - all	15
	Fatalities - arising from primary fires 10 yr. average	12
	Fatalities - all fire	14
	Fatalities - fire in dwellings	16
	Fatalities - accidental fire in dwellings	13
	Fire safety inspections - all	26
	Fires - all	2
	Flooding - weather related	11
G		
H	HFSVs - priority by brigade staff	23
	HFSVs - by brigade staff	22
I	Injuries arising from fires in dwellings	16
	Injuries arising from primary fires	17
	Injuries from operational incidents	55
	Injuries - serious	18
	Injuries - special services	20
	Inspections - all	26
	Inspections - high risk premises	29
	Invoices from SME	59
J	JFIS schemes - participants	65
K		
L	LIFE schemes - participants	65
M		

Our Performance 2017/18

Index

N	All non domestic primary fires in RRO properties	4
	Number of non-attended calls due to call filtering	36
	Number of school children reached	65
	Number of schools visited	65
O		
P	Pay ratio between highest and median salary	48
	Pay gap - all staff (median)	48
	Prohibition notices served	65
	Promoted staff - control / FRS / operational staff - women / BAME / disabled / LGBT	50
	Prosecutions made and successful prosecutions	65
Q		
R	Requests for information under the DPA, FoIA and EIR that were fulfilled in full within the statutory time limits	63
	RIDDOR	56
	RIDDOR - death	57
	RIDDOR - 'specified' injuries	57
	RIDDOR - 'over 7 day' injuries	57
	RTCs involving brigade vehicles	54
	Rubbish fires - all outdoor	7

S	Schools - visits	65
	Shut in lift releases	32
	Sickness	42-44
	Special services - all	8
	Special services - RTC	9
	Special services - entry/exit	10
	Spend with small to medium sized enterprises (SMEs)	58
T	Time taken to deal with a 999 call	37
	Time to answer an emergency (999) call	34
	Top earners - control / FRS / operational staff - women / BAME / disabled / LGBT	51
	Total CO2 emissions	60
	Total complaints received	64
	Total compliments received	64
	Total emergency (999) calls handled by control	33
	Total waste recycled	61
U	Undisputed invoices from small to medium enterprises paid within 10 days	59
V	Voluntary leavers - FRS / operational staff - women / BAME	52
W	Workforce composition - control / FRS / operational staff - women / BAME / disabled / LGBT	49
	Working days lost as a result of sickness - control staff	44
	Working days lost as a result of sickness - FRS staff	43
	Working days lost as a result of sickness - operational staff	42
X-Y-Z		