

Freedom of Information request reference number: 7278.1

Date of response: 2nd March 2023

Request:

I wonder if you could help me. I am responsible for the States of Jersey Fire & Rescue Service Control function. I am looking to improve our performance reporting and have seen your Performance Report, which is really interesting. Would it be possible to have a breakdown of your Indicators (eg C03, H12, etc) as I would like to use the same to produce our data?

Thanks in advance for your help and if you have any questions, please don't hesitate to let me know.

Response:

We no longer produce the PDF version publicly on the London Datastore. However, there are older copies still available to view on there.

I've taken the indicator contents page from the discontinued report and edited it to show indicators and descriptions only.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website:

<https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>

LFB Performance Standard Indicators

Aim 1	Indicator	Description
Prevention and Protection	H1	No. of boroughs below national average
	IP1	Fires - all
	H2	Dwelling fires - all
	H3	All non domestic primary fires in RRO properties
	H4	Fires in care homes & sheltered housing for older people
	IP2	Arson incidents - all deliberate fires
	IP3	Outdoor rubbish fires - all
	CX1	Special services - all
	IP4	Road traffic collisions
	IP5	Effecting entry/exit
	CX2	Weather related flooding
	H5	Fire-related fatalities
	H6	Accidental fire deaths in the home
	CX3A	Fire deaths - all
	CX3B	Fatal fires
	CX3C	Deaths arising from fires in dwellings
	H7	Injuries from fire
	CX3E	Serious fire injuries
	CX4A	Deaths at special services
	CX4B	Injuries at special services
	IP6	Casualties at road traffic collisions
	H8	HFSVs by LFB staff
	CX5	Priority HFSVs - high risk people / places
	H9	Educating young people on the risks
	CO1	Time spent by station staff on community safety
	H10	All fire safety inspections / audits carried out
	IP7	Consultations received % response
	CO2	Alleged fire risks responded to with 3 hrs.
	CX6	Fire safety inspections / audits in high risk premises
	H11	False alarms due to AFAs - non domestic
	CX7	AFA's in all buildings
	IP8	Shut in lift releases

Aim 2	Indicator	Description
Response and Resilience	CX8A	Number of 999 calls answered
	CX8B	Average time to answer an emergency (999) call
	CO3	Emergency 999 calls - % answered within 7 seconds
	IP9	Number of non-attended calls due to call filtering
	H12	Average time to deal with a 999 call (attended calls) in Control
	H13	Average arrival time - first appliance
	H14	Average arrival time - second appliance
	H15	Incidents with 1st appliance arrival time 10 minutes or less
	H16	Incidents with 1st appliance arrival time 12 minutes or less

Aim 3	Indicator	Description
People and Resources	CO6A	Working days lost to sickness - operational staff
	CO6B	Working days lost to sickness - FRS staff
	CO6C	Working days lost to sickness - control staff
	IP10A	Number of apprentices employed by the Brigade (FTE)
	IP10B	Number of apprentices employed by contractors (FTE)
	CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake
	CO7B	Improve the gender diversity of each trainee firefighter intake
	CO8	Gender diversity (men) of control staff
	CO9	Ethnic diversity (BAME) of FRS staff top earners
	CO10A	Pay ratio between highest and median salary
	CO10B	Gender pay gap - all staff (median)
	CX10-CX13	Workforce composition
	CX14	Promoted staff context measures
	CX15	Top earner context measures
	CX16	Voluntary leavers context measures
	IP19	Contractor staff paid London's Living Wage
	CO11	Road traffic collisions involving brigade vehicles
	CO12	Injuries from operational incidents
	CO13	RIDDOR events
	CX17	RIDDOR context measures
	CO14	Spend with small to medium sized enterprizes (SMEs)
	CX18	Undisputed invoices from SME - paid within 10 days
	CO15	Reducing our CO ₂ emissions
	IP20	Total waste recycled (%)
	IP21	Energy generated through renewable resources (%)
	CO16	Requests for information (DPA, FoIA and EIR)
	IP22/IP23	Total complaints / compliments