



Corporate Performance Scorecard Quarter 1 2013/14

Our Vision is a Cheshire where there are no deaths, injuries or damage from fires or other emergencies

PREVENTION					
Indicator	Actual	Year End Target	Projected Year End	Year on Year Change	
HSAs delivered to high risk dwellings	7,281	20,000	29,124	↑	
% of contact assessments accepted	47%	40%	47%	↑	
Number of young people completing a youth programme	588	1,764	1,862	↑	
Number of people reached through road safety events	8,305	41,000	33,220	↑	

PROTECTION					
Indicator	Actual	Year End Target	Projected Year End	Year on Year Change	
Thematic Inspections Completed	506	1,848	2,024	↑	
NDP Fire Safety Audits completed	573	2,200	2,292	↑	
Arson conviction rate	10.8%	15.0%	10.8%	↓	
Unwanted Fire Signals per 1,000 non-domestic premises	10.58	44.28	42.78	↓	
Hits to business safety internet pages	650	6,545	2,600	↑	

COMMUNITY OUTCOMES					
Indicator	Actual	Year End Target	Projected Year End	Year on Year Change	
Primary fires per 100,000 population	30.14	118.22	120.55	↑	
Fatalities in primary fires per 100,000 population	0.10	0.00	0.39	↓	
Injuries in primary fires per 100,000 population	1.36	4.28	5.44	↑	
Deliberate fires per 10,000 population	5.42	18.62	18.37	↑	
RTCs attended	73	327	292	↓	
Customer satisfaction with the Service	93%*	n/a	n/a	n/a	
Reduction in carbon emissions	No data	30% by 2014			

RESPONSE					
Indicator	Actual	Year End Target	Projected Year End	Year on Year Change	
Cheshire Standard	90%	80%	90%	New	
Average on call availability	77%	85%	77%	↑	
% Emergency calls handled within the standards	80%	85%	80%	↔	
% Malicious calls not attended	46%	60%	46%	↓	

RESOURCES					
Indicator	Actual	Year End Target	Projected Year End	Year on Year Change	
Average days/shifts lost to sickness	1.40	5.50	5.60	↑	
ICT core service availability	100%	99.9%	100%	↑	
Working days lost to injury	71	120	284	↑	
Core skills training completed	30%	100%	100%	↑	
Overall staff satisfaction	Due Q4	83%			
Website visitors	66,985	341,250	267,940	↑	

Notes	
	Positive performance against target by at least 10%
	Meeting target
	Within 10% of target
	Failing against target by at least 10%
* As at last recording (2012/13)	