

Performance Indicators (PI's)

The overall purpose of Performance Indicators is to contribute to and facilitate the continuous improvement in efficiency and effectiveness of services. The outturn figures for each of the PIs for 2022/23 are shown in the table below along with the figures for 2021/22.

Corporate Health Indicators			
Ref	Description of Indicators	2021/22 Outturn	2022/23 Outturn
CH1	The level (if any) of the Fire and Rescue Service Equality Framework to which the Authority conforms	Achieving	Achieving
CH4	Average number of working days / shifts lost to sickness (short-term and long-term).	12.19*	10.82*
	Average number of working days / shifts lost to long term sickness	5.06*	6.44*
CH5	Health and Safety – Total Injuries to staff		
	<3 days Injuries	21	19
	3 + days	28	22
	RIDDOR Major Injury/Disease	0	2
	Total	49	43
CH9	Forecast Budget Variance (% Variance against overall budget)	0%	0.86%
CH11	Forecast Capital Payments (Actual figures £s)	£3.469m	£11.726m
CH13	Debtors – Value of debt outstanding which is over 60 days old	£43,945	£76,385
CH14	Customer Satisfaction - % Overall Satisfaction with the service provided.		
	Quality of Service: Domestic	96%	98%
	Quality of Service: Non-Domestic	98%	99%
	Safe & Well Visits	99%	**

**These figures include any sickness due to Covid-19, and in the case of CH4 also Self Isolation absence relating to Covid-19*

***This figure is not yet available*