



Performance Indicators (PIs)

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 2024/25 are shown in the table below along with the figures for 2023/24.

| Corporate Health Indicators | | | |
|-----------------------------|--|-----------------|-----------------|
| Ref | Description of Indicators | 2023/24 Outturn | 2024/25 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) | 11.35 | 10.94 |
| | Average number of working days / shifts lost to long term sickness | 7.80 | 7.27 |
| CH5 | Health and Safety – Total Injuries to staff | | |
| | < 3 days Injuries | 19 | 15 |
| | 3 + days | 28 | 30 |
| | RIDDOR Major Injury/Disease | 2 | 2 |
| | Total | 49 | 47 |
| CH9 | Forecast Budget Variance (% Variance against overall budget) | 0.52% | 0.78% |
| CH11 | Forecast Capital Payments (Actual figures £s) | £34.374m | £25.457m |
| CH13 | Debtors – Value of debt outstanding which is over 60 days old | £108,010 | £111,772 |
| CH14 | Customer Satisfaction - % Overall Satisfaction with the service provided. | | |
| | Quality of Service: Domestic | 98% | 99% |
| | Quality of Service: Non-Domestic | 100% | 97% |
| | Safe & Well Visits | 99% | 99% |