



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 2025/26 are shown in the table below along with the figures for 2024/25.

Corporate Health Indicators			
Ref	Description of Indicators	2024/25 Outturn	2025/26 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)	10.94	8.32
	Average number of working days / shifts lost to long term sickness	7.27	5.09
CH5	Health and Safety – Total Injuries to staff		
	< 3 days Injuries	15	23
	3 + days	30	29
	RIDDOR Major Injury/Disease	2	1
	Total	47	53
CH9	Forecast Budget Variance (% Variance against overall budget)	0.78%	0.65%
CH11	Forecast Capital Payments (Actual figures £s)	£25.457m	£11.802m
CH13	Debtors – Value of debt outstanding which is over 60 days old	£111,772	£74,587
CH14	Customer Satisfaction - % Overall Satisfaction with the service provided.		
	Quality of Service: Domestic	98%	99%
	Quality of Service: Non-Domestic	100%	95%
	Safe & Well Visits	99%	98%