

We will identify the risks to our communities and work in partnership with them to manage the risk, to reduce its likelihood or its impact on our communities

	Nov'13 → Oct'14												Actual	Target
Number of Incidents attended in Essex													13,473	13,961
Number of people killed or seriously injured in RTCs													696	751
Rate of Accidental Dwelling Fires per 10,000 dwellings													12.3	10.9
Rate of casualties (fatal and non-fatal) resulting from fires per 100,000 population													5.4	5.6
Total Essex leisure premises risk score														
Total Essex workplace premises risk score														

Colour coding

More than 10% better than target

Less than 10% better than target

less than 10% worse than target

More than 10% worse than target

Data reported but no target set

We will provide a resilient, timely, safe and effective response when risks become incidents

	Nov'13 → Oct'14													
Achieve a timely response to incidents													98% *	
Percentage of respondents who were satisfied with the response they received														
Rate of Accidents per 100,000 employees													12,509	tbc

We will use our resources flexibly, efficiently and effectively, reducing the cost of the Service to match the funding available

	Nov'13 → Oct'14													
Cost per hour of appliance availability													**	
Project cost variation														
Project schedule variation														
Total appliance availability													86.10%	94%

We will ensure our people are involved, engaged and empowered to deliver excellence

	Nov'13 → Oct'14													
Average days/shifts lost to sickness absence per person per year													8.1	8
Improved staff satisfaction.														
Percentage of staff who received an appraisal in the past 12 months													88%	90%
The percentage of employees who are satisfied with the training they receive to do their role														

We will use our assets to support sustainable communities and promote wellbeing

	Nov'13 → Oct'14													
Annual reduction in carbon footprint														
Percentage of survey respondents who were aware of the range of work we undertake														

Our leaders will demonstrate trust and honesty, listening to others to support an open and inclusive culture

	Nov'13 → Oct'14													
Improved satisfaction with leadership within the Service														

* Whilst a the Service's Response Review considers the future response standard the combined call handling, wholetime mobilising and retained duty system mobilising performance measures are reported as one grouped measure which is currently at 98% of target. ** to be replaced with alternative measure.