

## Section 8 FIRE AND RESCUE SERVICE INFORMATION

1 Community Fire Safety		Performance Indicator Values			
Fire Casualties	08/09	07/08	06/07	05/06	
The rate per 10,000 population of incidents resulting in casualties (Total number of incidents resulting in casualties in 2008/09; 22 incidents)	1.5	1.4	1.1	1.9	
The rate per 10,000 population of fatal and non-fatal casualties (Total number of fatal and non-fatal casualties in 2008/09; 32 casualties)	2.2	1.6	1.3	2.7	
The trend over the past 4 years has been very positive, and, it is pleasing to note that statistically Dumfries and Galloway are one of the best performing Services in Scotland. The Actual number of fatal and non fatal casualties remains low in Dumfries and Galloway, and this is reflected in the national statistics which show Dumfries and Galloway performing well. This indicator IS BEING RETAINED as a Specified Performance Indicator in future years.					
Accidental Dwelling Fires	08/09	07/08	06/07	05/06	
The rate per 10,000 population of accidental dwelling fires (Total number of accidental dwelling fires in 2008/09; 125 casualties)	8.4	9.1	8.1	8.1	
The number of accidental dwelling fires in Dumfries and Galloway over the four year period compares favourably against other Services in Scotland and remains at a low level. This indicator IS BEING RETAINED as a Specified Performance Indicator in future years.					
2 Sickness Absence		Performance Indicator Values			
The average number of riders shifts lost due to sickness and light duties per fire officer and working days lost to sickness for all other staff	08/09	07/08	06/07	05/06	
Rider shifts lost - Days lost per employee (Total number of days lost per year through sickness absence and light duties in 2008/09; 626)	8.8 days	N/A	N/A	N/A	
All other staff days lost - Days lost per employee (Total number of days lost per year through sickness absence and light duties in 2008/09; 774)	9.9 days	N/A	N/A	N/A	
Audit Scotland have recently altered the reporting methodology for this data set hence there are no historical comparison. However, when judged against other Scottish Fire and Rescue Services the performance for 08/09 was slightly below average. This indicator IS BEING RETAINED as a Specified Performance Indicator in future years.					
3 Call Response Time		Performance Indicator Values			
Proportion of calls handled within specified time periods.	08/09	07/08	06/07	05/06	
Percentage handled in less than one minute. (number of calls 2008/09; 867)	59.9%	53.4%	46.3%	52.4%	
Percentage handled in less than two minutes. (number of calls 2008/09; 1,333)	92.1%	90.3%	90.7%	93.7%	
Total calls handled	1,448	1,740	1,639	1,906	
Increasing number of calls from mobile users, often not familiar with the surrounding area adds to the time taken to obtain relevant information. The level of performance remains high. This indicator IS NOT being retained as a Specified Performance Indicator in future years.					

