



## 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 2023/24 are shown in the table below along with the figures for 2022/23.

<b>Corporate Health Indicators</b>			
<b>Ref</b>	<b>Description of Indicators</b>	<b>2022/23 Outturn</b>	<b>2023/24 Outturn</b>
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)	10.82	11.35
	Average number of working days / shifts lost to long term sickness	6.44	7.80
CH5	Health and Safety – Total Injuries to staff		
	<3 days Injuries	19	19
	3 + days	22	28
	RIDDOR Major Injury/Disease	2	2
	Total	43	49
CH9	Forecast Budget Variance (% Variance against overall budget)	0.86%	0.52%
CH11	Forecast Capital Payments (Actual figures £s)	£11.726m	£34.374m
CH13	Debtors – Value of debt outstanding which is over 60 days old	£76,385	£108,010
CH14	Customer Satisfaction - % Overall Satisfaction with the service provided.		
	Quality of Service: Domestic	98%	98%
	Quality of Service: Non-Domestic	99%	100%
	Safe & Well Visits	99%	99%

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