



## HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE STATUTORY PERFORMANCE INDICATORS

<b>FS 1 Fire Casualties</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
(a) The number of incidents resulting in casualties per 10,000 population ( <i>see Note 1</i> )						
Number of incidents resulting in casualties	59	52	37	46	45	43
Population	275490	276360	279040	281550	283310	285550
Incidents resulting in casualties per 10,000 population	2.1	1.9	1.3	1.6	1.6	1.5
(b) The number of fatal and non-fatal casualties per 10,000 population ( <i>see Note 1</i> )						
Number of fatal & non fatal casualties			42	54	56	71
Population			279040	281550	283310	285550
Number of fatal & non-fatal casualties per 10,000 population			1.5	1.9	2.0	2.5

<b>FS 2 Accidental Dwelling Fires</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
The number of accidental dwelling fires per 10,000 population						
Accidental Dwelling Fires	221	221	198	198	200	151
Population	275490	276360	279040	281550	283310	285550
Accidental dwelling fires per 10,000 population	8.0	8.0	7.1	7.0	7.1	5.3

<b>FS 3 Call Response Time</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
Total Number of Calls	5328	4744	4971	5148	4826	5136
(a) Within 1 minute	3537	3259	3381	3229	2781	3139
Percentage	66.4%	68.7%	68.0%	62.7%	57.6%	61.1%
(b) Within 2 minutes	5127	4581	4774	4924	4580	4953
Percentage	96.2%	96.6%	96.0%	95.6%	94.9%	96.4%

<b>FS 4 Sickness Absence - Pre-2008/09</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
(a) The percentage of rider shifts lost due to sickness and light duties ( <i>see Note 2</i> )						
Total non-retained rider shifts per year	11042	10260	10189	10119	9868	
Rider shifts lost due to sickness	781	728	573	366	288	
Percentage	7.07%	7.10%	5.62%	3.62%	2.92%	
Rider shifts lost due to light duties	258	95	21	137	257	
Percentage	2.34%	0.93%	0.21%	1.35%	2.60%	
(b) The percentage of working time lost to sickness for all other staff ( <i>see Note 2</i> )						
Working days lost to sickness for other staff	947	838	769	698	1098	
Total working days per year	22257	25439	25724	27512	28710	
Percentage	4.3%	3.3%	3.0%	2.5%	3.8%	

<b>FS 4 Sickness Absence - 2008/09 onwards</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
(a) The number of rider shifts lost due to due to sickness and light duties per fire officer ( <i>see Note 2</i> )						
Total non-retained staff Full-Time Equivalent (FTE)						72
Total number of days lost per year through sickness absence and light duties						522
Days lost per FTE employee						7.3
(b) Working days lost to sickness for all other staff ( <i>see Note 2</i> )						
Total number of FTE staff						150
Total number of days lost per year through sickness absence						858
Days lost per FTE employee						5.7

**Notes to the Statistics Provided by the Highlands & Islands Fire & Rescue Service:**

1. As a result of a small systemic error the totals for SPI FS1(a) and (b) previously published for the years 2004/05 to 2007/08 were slightly undercounted. The totals shown in this table have been revised to correct those accidental omissions.

2. The method of calculation for SPI FS 4 Sickness Absence was changed in 2008/09, and as a result it is not directly possible to compare the totals gathered for previous years to those for 2008/09.