



HIGHLANDS & ISLANDS FIRE AND RESCUE SERVICE STATUTORY PERFORMANCE INDICATORS

Fire Casualties	2003/04	2004/05	2005/06	2006/07
(a) The number of incidents resulting in casualties per 10,000 population				
No of incds resulting in casualties x 10,000	55	46	33	38
Population	550000	460000	330000	380000
Incidents resulting in casualties per 10,000 population	2.00	1.66	1.18	1.35
(b) The number of fatal and non-fatal casualties per 10,000 population				
No of fatal & non fatal casualties x 10,000			36	44
Population			360000	440000
Number of fatal & non-fatal casualties per 10,000 population	N/A	NA	1.29	1.56

Accidental Dwelling Fires	2003/04	2004/05	2005/06	2006/07
The number of accidental dwelling fires per 10,000 population				
Accidental Dwelling Fires x 10,000	221	221	198	198
Population	2210000	2210000	1980000	1980000
Accidental dwelling fires per 10,000 population	8.02	8.00	7.10	7.03

Sickness Absence	2003/04	2004/05	2005/06	2006/07
(a) The percentage of rider shifts lost due to due to sickness and light duties				
Total rider shifts per year	11042	10260	10189	10119
Rider shifts lost due to sickness	781	728	573	366
	7.07%	7.10%	5.62%	3.62%
Rider shifts lost due to light duties	258	95	21	137
	2.34%	0.93%	0.21%	1.35%
(b) The percentage of working time lost to sickness for all other staff				
Working days lost to sickness for other staff	947	838	769	698
Total working days per year	22257	25439	25724	27512
Percentage	4.3%	3.3%	3.0%	2.5%

Call Response Time	2003/04	2004/05	2005/06	2006/07
Total Number of Calls	5328	4744	4971	5148
(a) Within 1 min	3537	3259	3381	3229
Percentage	66.39%	68.70%	68.01%	62.72%
(b) Within 2 mins	5127	4581	4774	4924
Percentage	96.23%	96.56%	96.04%	95.65%