

BFRS - KEY PERFORMANCE MEASURES 2022-2023



Buckinghamshire
FIRE & RESCUE SERVICE
we save lives

Introduction

This Key Performance Measures report has been designed as a rounded and balanced picture of how the Service is performing at a local level.

Due to the regular frequency of this report being produced, most indicators used within each measures represent change within the Service and does not always represent good or bad performance. For example, Accidental Dwelling Fires could increase, yet still have the fewest number within the country (relative). This level of detail will be covered in annual reports and ad-hoc reports when requested, as most national data is published annually.

It is worth noting, the report contains many types of targets and methods of comparison. Some targets are aspirational, some are there to ensure minimum standards are met and others are there to identify exceptions within trends, allowing us to identify possible needs for change/reaction.

Reporting Month: **June**

Reporting Quarter: **Q1**

Last Updated: **24 Aug 2022**

	Monthly / Quarterly	Cumulative
Better than expected	B	B
As expected (within trend/target)	G	G
Worse than expected	A	A
Considerably worse than expected	R	R

For monitoring purposes	B	B
For monitoring purposes	G	G
For monitoring purposes	A	A
For monitoring purposes	R	R

No reporting for this pattern i.e not monthly	-	-
Data not available to staff when published	!	!
Work in progress / info not received in time	?	?

Highlighted Measures

Public Impact - Safer place to work

PI.2.05	Deliberate fires to non-dom (not own)	R	R
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Deliberate fires to other people's non-domestic properties have increased by around 100%, month on month in 2022/2023. It is worth noting that these are still small numbers (April saw an increase from three to six fires).

Public Impact - safer place to live

PI.1.09	Fire & Wellness visits	R	R
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Fire & Wellness visit numbers are around a third of the Service's target, which aims to achieve 300 visits a month by April 2023. At the end of June, the Service had completed 290 year to date. Some of this can be attributed to staffing levels, both operational and within the prevention team. Alongside recruitment, there are also planned changes to systems and processes with the aim to increase number of visits.

It is worth noting that, while the overall number is currently low, those that we do visit tend to be households that we would deem most vulnerable (PI.1.10).

Public Impact - safer place to live

PI.1.02	Serious Accidental Dwelling Fires	B	B
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While the number of fire and wellness visits are still a challenge for the Service, it is imperative that we must consider the outcomes to our public.

In view of the above, both the number of Accidental Dwelling Fires (ADFs) and the number of serious ADFs continue to improve. Year to date, serious ADFs have reduced by 20% when compared with the average of the previous five years.

Public Impact

Home	PI.1.01	Accidental Dwelling Fires (ADFs)	B	B
	PI.1.02	Serious ADFs	B	B
	PI.1.03	Fire related fatalities in ADFs	G	G
	PI.1.04	Serious fire related injuries in ADFs	G	G
	PI.1.05	False alarms	G	A

Home	PI.1.06	Deliberate fires to dwelling (not own)	B	B
	PI.1.07	Deliberate secondary fires (own)	B	B
	PI.1.08	Dwelling fires with unknown cause	G	G
	PI.1.09	Fire & Wellness visits	R	R
	PI.1.10	% Fire & Wellness visits to vulnerable	B	G

Work	PI.2.01	Primary fires in non-doms	B	G
	PI.2.02	Serious fires in non-doms	B	B
	PI.2.03	Fire related fatalities - non-doms	G	G
	PI.2.04	Serious fire related injuries - non-doms	G	G

Work	PI.2.05	Deliberate fires to non-dom (not own)	R	R
	PI.2.06	Non-dom fires with unknown cause	G	G
	PI.2.07	False alarms	B	G
	PI.2.08	Fire safety Audits completed	G	G

Communities	PI.3.01	Number of RTCs attended	B	B
	PI.3.02	RTC fatalities	B	B
	PI.3.03	RTC Injuries - serious	R	R
	PI.3.04	RTC Injuries - slight	G	G

Communities	PI.3.05	Deliberate secondary fires (others)	B	G
	PI.3.06	Deliberate primary fires (others)	G	G

NOTES:

Response

Incidents	R.1.01	Total Incidents (Exc Co-res)	B	B
	R.1.02	Co-responder incidents	A	A
	R.1.03	Effecting entry incidents	R	R
	R.1.04	Average attendance time to all	B	G
	R.1.05	Average attendance time to ADFs	B	A
Ops Re	R.3.01	Maintenance of competencies	R	-
	R.3.02	Hydrants	?	?

Response Model	R.2.01	Availability - Wholetime	R	R
	R.2.02	Availability - On-Call	R	R
	R.2.03	Wholetime - Response Model	?	?
	R.2.04	On-Call - Response Model	?	?
	R.2.05	OTB mobs into BFRS grounds	B	G
	R.2.06	OTB mobs out of BFRS grounds	G	B

NOTES:

R.3.01 - MOC -This is currently a Service priority and is being reviewed as an area of focused activity through the BFRS Performance Monitoring Board. We would anticipate this measure to improve steadily across the year. Station Commanders are updated every month on progress and exceptions.

R.2.01 - The Service has recently increased it's budgeted establishment. A range of recruitment options are being progressed including new recruits and transferees across different levels. The Service has also recently created a workforce planning group to maintain close oversight.

Great Place to Work

People	GP.1.01	Actual vs Establishment - Wholetime	A	G
	GP.1.02	Actual vs Establishment - On-Call	R	R
	GP.1.03	Actual vs Establishment - Support	R	A
	GP.1.04	% Staff turnover	R	A
	GP.1.05	% Absence	?	?
	GP.1.06	Welfare & Support	?	?
	GP.1.07	Employee engagement	-	R
	GP.1.08	Appraisal completion	-	R
	GP.1.09	Mandatory E-Learning completed	-	R
	GP.1.10	Grievance and disciplines processed	G	-

H&S	GP.2.01	Injury rate	?	?
	GP.2.02	Workplace accidents/injuries	G	G
	GP.2.03	Near misses	G	G
	GP.2.04	Vehicle accidents	G	G
	GP.2.05	RIDDOR reportable injuries	R	R
	GP.2.06	Attacks on members of staff	A	A
	GP.2.07	Equipment damage	G	G

NOTES:

GP.1.09 - Completion of mandatory e-learning packaged - E-Learning is BFRS' electronic learning record system which all staff are required to carry out and record completion of all training. July was a themed month for this activity which promoted the system and the training needs.

GP.2.05 - RIDDOR - We closely monitor all safety events. For RIDDOR definition, please click [here](#).

Public Value

Finance	PV.1.01	Net Expenditure	-	B	Compliance	PV.2.01	Data breaches	-	G
	PV.1.02	Firefighter cost to public	-	B		PV.2.02	Subject Access Requests	G	G
	PV.1.03	Firefighter cost % to Service cost	-	A		PV.2.03	FOIs	G	R
	PV.1.04	Bank Costs	R	R		PV.2.04	Contracts within framework	-	?
	PV.1.05	Fraud	-	G					
	PV.1.06	Capital Investments	-	G					
Engagement	PV.3.01	Customer satisfaction	-	G	PMO	PV.5.01	Internal Audits	R	R
	PV.3.02	Compliments & Complaints	-	R		PV.5.02	Projects in progress	-	G
	PV.3.03	Social Media	?	?		PV.5.03	Projects off track	-	G
ICT	PV.4.01	Service Desk	R	A	Environ	PV.6.01	Carbon emissions	?	?
	PV.4.02	Network uptime	?	?		PV.6.02	Recycling	?	?

NOTES:

PV1.01 and PV1.02 - both indicators are significantly better than the national average. However, these indicators need to be considered in conjunction with appliance availability, as lower spend is only positive if availability is also on target.

PV1.04 - bank costs are above target. While better than target performance on PV1.01 and PV1.02 show bank is still cost effective, over reliance on bank shifts could be a potential risk to operational performance.

PV5.01 - there are a significant number of internal actions that are overdue. However, none of the actions overdue have been identified as high risk. Progress against implementation will continue to be monitored through the Overview and Audit Committee.