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: **September**
Reporting Quarter: **Q2**
Last Updated: 26**th October 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	?	?

Q1 Highlighted Measures - Review

Public Impact: Deliberate fires to non-dom (not own) (PI.2.05)

Q1	R
Q2	R
YTD	R

Deliberate fire in non-domestic properties continues to be higher than the average of the previous five years.
Service Delivery and the Data Intelligence Team are already working together to better understand the details of these incidents. This information will then support and drive prevention and protection activities in a bid to reduce the number of these incidents.

Public Impact: Fire & Wellness visits (PI.1.09)

Q1	R
Q2	R
YTD	R

While numbers remain lower than the target, the team has been through a large recruitment and training campaign during Q1 and Q2.
The Prevention Team are confident that the second half of the year will see an increase in the number of Fire & Wellness visits being completed in line with the target set. Alongside remaining focused on those who are most at risk.

Public Impact: Serious Accidental Dwelling Fires (PI.1.02)

Q1	B
Q2	R
YTD	G

Serious accidental dwelling fires (fires that spread further than source of the fire) were highlighted in Q1 as being in a positive position.
By way of update, a rise in numbers during Q2 (especially September) has seen the number of incidents being more in-line with the expected trend. We will continue to monitor these figures closely.

Q2 Highlighted Measure - New

Public Impact: Average attendance time to all (R.1.04)

Q1	R
Q2	R
YTD	R

The average attendance time to incidents in Q1 2022/2023 was 08:39, three seconds slower than the 08:36 recorded over the average of the previous five years. By the end of Q2, this average attendance time for 2022/2023 changed to 09:11, 36 seconds slower than 8:35 recorded over the average of the previous five years at the same point.

Following a review of the incidents, this figure can in part, be attributed to:

- The exceptional increase in demand over the summer, both number of incidents and the type (increasing simultaneous demand).

- The location of the incidents – incidents during hot spells tended to be located away from built up locations, consequently, further from stations.

- The high level of vacancies for both wholetime and on-call firefighters.

The Service will continue to review it's attendance times to ensure a better understanding of these outcomes.

Public Impact

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

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	B

Work	PI.2.01	Primary fires in non-doms	B	R
	PI.2.02	Serious fires in non-doms	G	R
	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	Non-domestic property false alarms	G	G
	PI.2.08	Fire safety Audits completed	B	G

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

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

NOTES:

PI.3.05 - Deliberate secondary fires to somebody else's property;
Since 2018/2019 the number of these types of incidents has continued to reduce. 2022/2023 looked to be continuing with this trend however, July and August saw double the usual number of incidents recorded. This will probably result in 2022/2023 seeing a slight increase on the previous couple of years.

PI.3.06 - Deliberate primary fires to somebody else's property;
Much like the secondary fires above, deliberate primary fires has also been on a positive trend. And again, like secondary fires, the number of incidents attended in July and August were twice as much as usual.

Response

Incidents	R.1.01	Total Incidents (Exc Co-res)	G	A	**Response Model**	R.2.01	Availability - Wholetime	R	R
	R.1.02	Co-responder incidents	B	G		R.2.02	Availability - On-Call	R	R
	R.1.03	Effecting entry incidents	R	R		R.2.03	Wholetime - Response Model	?	?
	R.1.04	Average attendance time to all	R	R		R.2.04	On-Call - Response Model	?	?
	R.1.05	Average attendance time to ADFs	R	R		R.2.05	OTB mobs into BFRS grounds	R	R
						R.2.06	OTB mobs out of BFRS grounds	A	B

Ops Res	R.3.01	Maintenance of competencies	R	-
	R.3.02	Hydrants	?	?
	R3.03	High Risk Site Information	R	-

NOTES:

R1.01 - Total Incidents (Excluding co-responder incidents);

At the end of Q1, the number of incidents attended was 3.7 percent less, when compared with the average of the previous five years.

The impact of the heatwaves experienced in July and August resulted in 19.2 percent more incidents in Q2 when compared with the average of the previous five years. This also equated to an increase of 8.4 percent for the year to date.

KPM Summary

Great Place to Work

People	GP.1.01	Actual vs Establishment - Wholetime	R	A
	GP.1.02	Actual vs Establishment - On-Call	R	R
	GP.1.03	Actual vs Establishment - Support	A	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	R	-

H&S	GP.2.01	Injury rate	G	G
	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	A	R
	GP.2.06	Attacks on members of staff	A	A
	GP.2.07	Equipment damage	R	R

NOTES:

GP.1.01 - Actual vs Establishment - Wholetime

Q2 has seen wholetime firefighter numbers drop to 85 percent when compared with establishment figures. Getting firefighter number back to its establishment figure is one of the Service's highest priorities. A project managed by the Service's workforce planning group aims to achieve this by March 2023.

GP.2.05 - RIDDOR reportable injuries

During Q2 there were two RIDDOR reportable injuries. One incident was related to firefighting during the heatwave. The second was a musculoskeletal injury.

Public Value

Finance	PV.1.01	Net Expenditure	-	B
	PV.1.02	Firefighter cost to public	-	B
	PV.1.03	Firefighter cost % to Service cost	-	G
	PV.1.04	Bank Costs	!	!
	PV.1.05	Fraud	-	G
	PV.1.06	Capital Investments	-	A

Compliance	PV.2.01	Data breaches	-	G
	PV.2.02	Subject Access Requests	G	G
	PV.2.03	FOIs	A	G
	PV.2.04	Compliance with Standing orders	-	G

Engagement	PV.3.01	Customer satisfaction	-	G
	PV.3.02	Compliments & Complaints	-	A
	PV.3.03	Social Media	?	?

PMO	PV.5.01	Internal Audits	R	R
	PV.5.02	Projects in progress	-	G
	PV.5.03	Projects off track	-	G

ICT	PV.4.01	Service Desk	A	A
	PV.4.02	Network uptime	?	?

Environ	PV.6.01	Carbon emissions	?	?
	PV.6.02	Recycling	?	?

NOTES:

PV.5.01 Internal Audits:

We continue to work on the actions and whilst the number of outstanding actions has increased so has the number of completed actions.

KPM Summary