Annual

#### PV.1.01 - Net Expenditure per person per year

		17/18	18/19	19/20	20/21	21/22	22/23
	Target	£36.22	!	!	!	!	
Annual		£32.84	£30.34	£33.80	£32.22	£33.17	
Anr	Status	В	В	В	В	В	
							-

PV.1.02 - Firefighter costs per person per year

		17/18	18/19	19/20	20/21	21/22	22/23
	Target	£22.38	£23.10	£23.82	£25.22	!	
Annual	Actual	£18.06	£17.28	£20.08	£21.02	£21.36	
Anr	Status	В	В	В	В	В	

PV.1.03 - Firefighter costs as a % of net expenditure

	17/18	18/19	19/20	20/21	21/22	22/23
	!	!	!	!	!	
Actual	55%	57%	59%	65%	64%	
Status	Α	Α	Α	G	G	

		Description	Net expenditure (excluding capital charges) per person		
В	<5%		living within Bucks and MK		
G	Within 5%				
Α	>5%	Owner	Finance		
R	>10%	Data source	BFRS Accounts		
1 A / I=	at is as a d	Deller			
vvn	at is good	Pattern	Annual		
Bel	ow national	Comparison	National Average		
ave	rage	Reference	PV.1.01		

		Description	Spend on Firefighters per person living within Bucks
В	<5%		and MK
G	Within 5%		
Α	>5%	Owner	Finance
R	>10%	Data source	Accounts/HMICFRS (avg.)
Wh	at is good	Pattern	Annually
Below national		Comparison	National Average
ave	rage	Reference	PV.1.02

		Description	Percentage of total net expenditure that is spent on
В	> 70%		Firefighters
G	60% - 70%		
Α	50% - 59.9%	Owner	Finance
R	< 50%	Data source	BFRS Accounts
Wh	at is good	Pattern	Annually
Higher is better		Comparison	Against thresholds
		Reference	PV.1.03

## FINANCE

## FINANCE

	PV.1.04 - Bank Costs (£)												Description	The cost of Bank shifts			
	ſ	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В			
	Prev 3 year	106k	102k	107k	107k	112k	110k	118k	108k	96k	47k	41k	73k	G	< 0%		
hth	2022	111k	101k	116k	113k									Α	> 0%	Owner	Response
Moi	Status	Α	G	R	R									R	> 10%	Data source	BFRS Accounts
tive	Prev 3 year	106k	209k	316k	422k	535k	644k	762k	870k	966k	1,013k	1,054k	1,128k	Wha	at is good	Pattern	Monthly
nula	2022	111k	212k	328k	441k									Less	is better	Comparison	Previous 3 year average
Cun	Status	Α	Α	Α	Α											Reference	PV.1.04

PV.1.05 - Fraud

-		17/18	18/19	19/20	20/21	21/22	22/23
	Target	0	0	0	0	0	0
Annual	Actual	0	0	0	0	0	
Anr	Status	G	G	G	G	G	

		Description	The number of confirmed frauds
В			
G	0		
Α		Owner	Finance
R	>0	Data source	BFRS Accounts
		-	
Wha	at is good	Pattern	Annually
Zero	o fraud	Comparison	Against targets
		Reference	PV.1.05

		Description	Capital Investment as a % of total expenditure (excl.
В	>5%		expenditure on Blue Light Hub)
G	4%-5%		
Α	3%-3.9%	Owner	Finance
R	<3%	Data source	BFRS Accounts
W	hat is good	Pattern	Annually
M	onitor	Comparison	Monitor
		Reference	PV.1.06

# PV.1.06 - Capital Investment as a % of total expenditure

		17/18	18/19	19/20	20/21	21/22	22/23
Annual	2022	9%	5%	3%	4%	3%	
Anr	Status	В	G	Α	G	Α	

## COMPLIANCE

## PV.2.01 - Number of reportable data breaches

		17/18	18/19	19/20	20/21	21/22	22/23
Annual	Target	0	0	0	0	0	0
	Actual	0	0	0	0	0	0
Anr	Status	G	G	G	G	G	G

		Description	A breach of security leading to the accidental or unlawful destruction, loss,
В			alteration, unauthorised disclosure of, or access to, personal data
G	0		
Α		Owner	Legal and Governance
R	>0	Data source	
Wh	at is good	Pattern	Annual
Less	s is better	Comparison	
		Reference	PV.2.01

I	- v.2.02	Subje	ct acce	ess rec	uests	respor <sub>Aug</sub>	nded to	o with	ing the <sub>Nov</sub>	e statu	tory ti	mesca	les <sub>Mar</sub>	В	Description	Subject access requests responded to withing the statutory timescales
[	Target	0	0	0	0	0	0	0	0	0	0	0	0	<b>G</b> 0		statutory timescales
nthly	2022	0	0	0	0	0	0							<b>A</b> 1	Owner	Legal and Governance
Mo	Status	G	G	G	G	G	G							<b>R</b> > 1	Data source	
tive	Target	0	0	0	0	0	0	0	0	0	0	0	0	What is good	Pattern	Monthly
nula	2022	0	0	0	0	0	0								Comparison	Target
Cun	Status	G	G	G	G	G	G								Reference	PV.2.02

	PV.2.03 -	Perce	entage	of FOI	reque	sts res	sponde	ed to w	/ithin t	he sta	tutory	times	cales			Description	Percentage of FOI requests responded to within the
_		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В			statutory timescales
>	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	G	> 80%		
nthl	Provided	86%	100%	100%	89%	78%	75%							Α	> 70%	Owner	Legal and Governance
Mo	Status	G	G	G	G	Α	Α							R	< 69%	Data source	
- a -				1			1		1	1		1					· · · · · · · · · · · · · · · · · · ·
tive	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	Wha	at is good	Pattern	Monthly
nulative	Target <b>Provided</b>	97% <b>86%</b>	97% <b>94%</b>	97% <b>95%</b>	97% <b>93%</b>	97% <b>89%</b>	97% <b>88%</b>	97%	97%	97%	97%	97%	97%		at is good ner is better	Pattern Comparison	Monthly Target

### COMPLIANCE

	PV.2.04 -	· % - Co	omplia	ince w	ith Sta	nding	Orders	s relati	ng to (	Contra	cts				
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В	N/A
>	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	G	95-10
Monthly	2022	100%	100%	100%	100%	100%	100%							Α	90-94
Mo	Status	G	G	G	G	G	G							R	<90*
															iat is g her is

	Description	% of Expenditure that is compliant with the Authority's
N/A		'Standing Orders relating to
95-100%		Contracts (CSO)
90-94%	Owner	Procurement
<90*	Data source	Expenditure Transparency Reports
t is good	Pattern	Monthly
er is better	Comparison	
	Reference	PV.2.04

## ENGAGEMENT

PV.	3.01 -	After	the in	cident	Surve	y - % o	of Resp	onden	ts sati	sfied v	vith th	e serv	ice pro	ovided	Description	% of Respondents satisfied with the service provided after
	Γ	17/18	18/19	19/20	20/21	21/22								<b>B</b> 100%		an incident
	Target	99%	99%	99%	99%	99%								<b>G</b> 95-99%		
	Actual	95%	98%	99%	98%	97%								A 90-95%	Owner	Legal & Governance
	Status	G	G	G	G	G								<b>R</b> <95%	Data source	Post incident survey
	Target	99%	99%	99%	99%	99%								What is good	Pattern	Annual
	Actual	99%	100%	100%	99%	99%								Higher is better	Comparison	Target
	Status	G	В	G	G	G									Reference	PV.3.01
PV.	3.02 -	Comp	olimen	ts & Co	omplai	ints									Description	· · ·
	[	Comp	olimen <sub>May</sub>	ts & Co	omplai	ints <sub>Aug</sub>	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	Description	Number of compliments and complaints received each Month
	.3.02 - v 5 year 2022				•	1	Sep 1	Oct	Nov	Dec	Jan	Feb	Mar	B G A	Description	complaints received each Month
	v 5 year	Apr	May		Jul	Aug		Oct	Nov	Dec	Jan	Feb	Mar	G		complaints received each
Prev	v 5 year <b>2022</b>	Apr <b>2</b>	May <b>0</b>	June 1	Jul O	Aug 1	1	Oct	Nov	Dec	Jan	Feb	Mar	G	Owner	complaints received each Month Legal & Governance
Prev	v 5 year <b>2022</b> Status	Apr <b>2</b>	May <b>0</b>	June 1	Jul O	Aug 1	1	Oct	Nov	Dec	Jan	Feb	Mar	G A R	Owner Data source	complaints received each Month Legal & Governance Legal & Governance
Prev Prev	v 5 year <b>2022</b> Status v 5 year	Apr 2 G	May 0 A	June 1 G	Jul O A	Aug 1 G	1 G	Oct	Nov	Dec	Jan	Feb	Mar	G A R What is good	Owner Data source Pattern	complaints received each Month Legal & Governance Legal & Governance Monthly
Prev Prev	v 5 year 2022 Status v 5 year 2022	Apr 2 G 4	May 0 A 2	June 1 G 2	Jul 0 A	Aug 1 G 2	1 G 4	Oct	Nov	Dec	Jan	Feb	Mar	G A R What is good	Owner Data source Pattern Comparison	complaints received each Month Legal & Governance Legal & Governance Monthly Monitor

	PV.3.03 -	Social	Medi	a (wor	'k in pr	rogress	5)								Description	
_		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В		
>[	Prev 5 year													G		
nthl	2022													Α	Owner	Marketing & Comms
δM	Status													R	Data source	
tive	Prev 5 year													What is good	Pattern	
Inla	2022														Comparison	
Cun	Status														Reference	PV.3.03

F	- v.4.01 - ]	Servio	ce Des <sub>May</sub>	k Resp	onse	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В	100%		The % of ICT Helpdesk tickets responded to with
٦L	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%		> 97.9%		SLA.
uthly	2022	98.1%	96.4%	95.3%	95.8%	92.7%	97.6%							Α	> 95.9%	Owner	ICT
Mo	Status	G	Α	R	R	R	Α							R	< 96%	Data source	Vivantio
tive	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	Wh	at is good	Pattern	Monthly
nula	2022	98.1%	97.2%	96.5%	96.3%	95.6%	96.0%							Hig	her is better	Comparison	Target
Cun	Status	G	Α	Α	Α	R	Α									Reference	PV.4.01

	PV.4.02 -	Netw	ork Up	otime (	work	in prog	gress)								Description	
	ſ	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В		
	Prev 5 year													G		
nthly	2022													Α	Owner	ICT
Mo	Status													R	Data source	
tive	Prev 5 year													What is good	Pattern	
nula	2022														Comparison	
Cun	Status														Reference	PV.4.02

#### PV.5.01 - Internal Audit - Overdue actions

		Feb-21	Jun-21	Oct-21	Feb-21	Jun-22	Sep-22
L	Target	!	!	!	!	!	!
Number	Actual	5	4	18	12	21	29
Nur	Status	-	-	-	-	-	-
	Target	15%	15%	15%	15%	15%	15%
%	Actual	14%	7%	29%	19%	22%	30%
	Status	Α	G	R	Α	R	R

## PV.5.02 - Projects in progress

		Q1	Q2	Q3	Q4
		-	-	-	-
Monthly	2022	15	15		
Mo	Status	G	G		
e					
2	Prev 5 year				
cumulative	2022				
Cun	Status				

## PV.5.02 - Projects off track

		Q1	Q2	Q3	Q4
٧	Target	5%	5%	5%	5%
Monthly	2022	0	0		
Mo	Status	G	G		
tive	Prev 5 year				
Cumulative	2022				
Cun	Status				

## PORTFOLIO MANAGEMENT OFFICE

		Description	Number of overdue audits				
_			following an internal audit				
E	<b>3</b> <5%						
G	<b>5%-9.9%</b>						
A	10%-20%	Owner	РМО				
F	>20%	Data source	Audit Providers - (BC)				
		_					
W	'hat is good	Pattern	3 times a year				
Le	ess is better	Comparison	Target				
		Reference	PV.5.01				

B	Description	The number of projects the Service has in progress (Excluding Property projects)				
Α	Owner	РМО				
R	Data source					
What is good	Pattern	Quarterly				
Monitor	Comparison	Monitor				
	Reference	PV.5.02				

В	Description	The number of projects the Service have deemed to be a red status (Excluding Property				
G	Owner	projects) PMO				
R	Data source					
What is good	Pattern	Quarterly				
Less is better	Comparison	Target				
	Reference	PV.5.03				

### ENVIRONMENT

	PV.6.01 - Carbon emissions - (Work in progress)														Description	
-	[	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В		
>	Prev 5 year													G		
Monthly	2022													Α	Owner	
Mo	Status													R	Data source	
Cumulative	Prev 5 year													What is good	Pattern	
	2022														Comparison	
Cun	Status														Reference	PV.6.01

	PV.6.02 - Recycling - (Work in progress)														Description	
_		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В		
>	Prev 5 year													G		
nthly	2022													Α	Owner	
Δ	Status													R	Data source	
é	Dury Friday					1	1	1	1					M/hat is good	Dettern	
jt.	Prev 5 year													What is good	Pattern	
imulative	2022														Comparison	
Cun	Status														Reference	PV.6.02