

PUBLIC VALUE

FINANCE

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	
Status	B	B	B	B	B	

B	<5%
G	Within 5%
A	>5%
R	>10%

What is good	
Below national average	

Description	Net expenditure (excluding capital charges) per person living within Bucks and MK
Owner	Finance
Data source	BFRS Accounts
Pattern	Annual
Comparison	National Average
Reference	PV.1.01

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	£18.06	£17.28	£20.08	£21.02	£21.36	
Status	B	B	B	B	B	

B	<5%
G	Within 5%
A	>5%
R	>10%

What is good	
Below national average	

Description	Spend on Firefighters per person living within Bucks and MK
Owner	Finance
Data source	Accounts/HMICFRS (avg.)
Pattern	Annually
Comparison	National Average
Reference	PV.1.02

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

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

B	> 70%
G	60% - 70%
A	50% - 59.9%
R	< 50%

What is good	
Higher is better	

Description	Percentage of total net expenditure that is spent on Firefighters
Owner	Finance
Data source	BFRS Accounts
Pattern	Annually
Comparison	Against thresholds
Reference	PV.1.03

PUBLIC VALUE

FINANCE

PV.1.04 - Bank Costs (£)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 3 year	106k	102k	107k	107k	112k	110k	118k	108k	96k	47k	41k	73k
2022	111k	101k	116k	113k								
Status	A	G	R	R								
Cumulative												
Prev 3 year	106k	209k	316k	422k	535k	644k	762k	870k	966k	1,013k	1,054k	1,128k
2022	111k	212k	328k	441k								
Status	A	A	A	A								

B	
G	< 0%
A	> 0%
R	> 10%

Description	The cost of Bank shifts
Owner	Response
Data source	BFRS Accounts

What is good	
Less is better	

Pattern	Monthly
Comparison	Previous 3 year average
Reference	PV.1.04

PV.1.05 - Fraud

	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	
Status	G	G	G	G	G	

B	
G	0
A	
R	>0

Description	The number of confirmed frauds
Owner	Finance
Data source	BFRS Accounts

What is good	
Zero fraud	

Pattern	Annually
Comparison	Against targets
Reference	PV.1.05

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%	
Status	B	G	A	G	A	

B	>5%
G	4%-5%
A	3%-3.9%
R	<3%

Description	Capital Investment as a % of total expenditure (excl. expenditure on Blue Light Hub)
Owner	Finance
Data source	BFRS Accounts

What is good	
Monitor	

Pattern	Annually
Comparison	Monitor
Reference	PV.1.06

PUBLIC VALUE

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
Annual Actual	0	0	0	0	0	0
Annual Status	G	G	G	G	G	G

B	
G	0
A	
R	>0

What is good
Less is better

Description	A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data
Owner	Legal and Governance
Data source	

Pattern	Annual
Comparison	
Reference	PV.2.01

PV.2.02 - Subject access requests responded to within the statutory timescales

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Target	0	0	0	0	0	0	0	0	0	0	0	0
Monthly 2022	0	0	0	0	0	0						
Monthly Status	G	G	G	G	G	G						
Cumulative Target	0	0	0	0	0	0	0	0	0	0	0	0
Cumulative 2022	0	0	0	0	0	0						
Cumulative Status	G	G	G	G	G	G						

B	
G	0
A	1
R	> 1

What is good

Description	Subject access requests responded to within the statutory timescales
Owner	Legal and Governance
Data source	

Pattern	Monthly
Comparison	Target
Reference	PV.2.02

PV.2.03 - Percentage of FOI requests responded to within the statutory timescales

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Monthly Provided	86%	100%	100%	89%	78%	75%						
Monthly Status	G	G	G	G	A	A						
Cumulative Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Cumulative Provided	86%	94%	95%	93%	89%	88%						
Cumulative Status	G	G	G	G	G	G						

B	
G	> 80%
A	> 70%
R	< 69%

What is good
Higher is better

Description	Percentage of FOI requests responded to within the statutory timescales
Owner	Legal and Governance
Data source	

Pattern	Monthly
Comparison	Target
Reference	PV.2.03

PUBLIC VALUE

COMPLIANCE

PV.2.04 - % - Compliance with Standing Orders relating to Contracts

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2022	100%	100%	100%	100%	100%	100%						
Status	G	G	G	G	G	G						

Monthly

B	N/A
G	95-100%
A	90-94%
R	<90*
What is good	
Higher is better	

Description	% of Expenditure that is compliant with the Authority's 'Standing Orders relating to Contracts (CSO)
Owner	Procurement
Data source	Expenditure Transparency Reports
Pattern	Monthly
Comparison	
Reference	PV.2.04

PUBLIC VALUE

ENGAGEMENT

PV.3.01 - After the incident Survey - % of Respondents satisfied with the service provided

	17/18	18/19	19/20	20/21	21/22	
Domestic	Target	99%	99%	99%	99%	99%
	Actual	95%	98%	99%	98%	97%
	Status	G	G	G	G	G
Non-Dom	Target	99%	99%	99%	99%	99%
	Actual	99%	100%	100%	99%	99%
	Status	G	B	G	G	G

B	100%
G	95-99%
A	90-95%
R	<95%

What is good
Higher is better

Description	% of Respondents satisfied with the service provided after an incident
Owner	Legal & Governance
Data source	Post incident survey
Pattern	Annual
Comparison	Target
Reference	PV.3.01

PV.3.02 - Compliments & Complaints

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Compliments	Prev 5 year											
	2022	2	0	1	0	1	1					
	Status	G	A	G	A	G	G					
Complaints	Prev 5 year											
	2022	4	2	2	0	2	4					
	Status	A	A	A	G	A	A					

B	
G	
A	
R	

What is good
Monitor

Description	Number of compliments and complaints received each Month
Owner	Legal & Governance
Data source	Legal & Governance
Pattern	Monthly
Comparison	Monitor
Reference	PV.3.02

PV.3.03 - Social Media (work in progress)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year											
	2022											
	Status											
Cumulative	Prev 5 year											
	2022											
	Status											

B	
G	
A	
R	

What is good

Description	
Owner	Marketing & Comms
Data source	
Pattern	
Comparison	
Reference	PV.3.03

PV.4.01 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2022	98.1%	96.4%	95.3%	95.8%	92.7%	97.6%						
Status	G	A	R	R	R	A						
Cumulative												
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2022	98.1%	97.2%	96.5%	96.3%	95.6%	96.0%						
Status	G	A	A	A	R	A						

B	100%
G	> 97.9%
A	> 95.9%
R	< 96%

What is good
Higher is better

Description	The % of ICT Helpdesk tickets responded to with SLA.
Owner	ICT
Data source	Vivantio
Pattern	Monthly
Comparison	Target
Reference	PV.4.01

PV.4.02 - Network Uptime (work in progress)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year												
2022												
Status												
Cumulative												
Prev 5 year												
2022												
Status												

B	
G	
A	
R	

What is good

Description	
Owner	ICT
Data source	
Pattern	
Comparison	
Reference	PV.4.02

PUBLIC VALUE

PORTFOLIO MANAGEMENT OFFICE

PV.5.01 - Internal Audit - Overdue actions

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

B	<5%
G	5%-9.9%
A	10%-20%
R	>20%

Description	Number of overdue audits following an internal audit
Owner	PMO
Data source	Audit Providers - (BC)

What is good
Less is better

Pattern	3 times a year
Comparison	Target
Reference	PV.5.01

PV.5.02 - Projects in progress

	Q1	Q2	Q3	Q4
Monthly	-	-	-	-
	2022	15	15	
	Status	G	G	
Cumulative	Prev 5 year			
	2022			
	Status			

B	
G	
A	
R	

Description	The number of projects the Service has in progress (Excluding Property projects)
Owner	PMO
Data source	

What is good
Monitor

Pattern	Quarterly
Comparison	Monitor
Reference	PV.5.02

PV.5.02 - Projects off track

	Q1	Q2	Q3	Q4
Monthly	Target	5%	5%	5%
	2022	0	0	
	Status	G	G	
Cumulative	Prev 5 year			
	2022			
	Status			

B	
G	
A	
R	

Description	The number of projects the Service have deemed to be a red status (Excluding Property projects)
Owner	PMO
Data source	

What is good
Less is better

Pattern	Quarterly
Comparison	Target
Reference	PV.5.03

PUBLIC VALUE

ENVIRONMENT

PV.6.01 - Carbon emissions - (Work in progress)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year												
	2022												
	Status												
Cumulative	Prev 5 year												
	2022												
	Status												

B	
G	
A	
R	

Description	
Owner	
Data source	
Pattern	
Comparison	
Reference	PV.6.01

What is good	

PV.6.02 - Recycling - (Work in progress)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year												
	2022												
	Status												
Cumulative	Prev 5 year												
	2022												
	Status												

B	
G	
A	
R	

Description	
Owner	
Data source	
Pattern	
Comparison	
Reference	PV.6.02

What is good	