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.

	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
For monitoring purposes	-	-

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

Reporting Month: **January**
Reporting Quarter: **Q3**
Last Updated: 23rd **February 2023**

Q2 Highlighted Measures - Review

Response: Average attendance time to all (R.1.04)

Q1	G
Q2	R
Q3	R

In quarter two, BFRS' average response time measure was highlighted, not only due to its off-trend outcome, but also because it helped highlight the link between so many measures.

By the end of quarter three BFRS' average attendance time for the year was practically in the same position as it was at the end of quarter two, 36 seconds slower than the average of the previous five years.

The comments made for quarter two are still relevant to the outcomes of quarter three. It's also worth remembering that the reported figure is a cumulative average. Quarter two (summer pressures) saw 27% more incidents attended than in quarter three and therefor has a larger impact on the overall outcome.

Quarter two comments:
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.

Finally, while not visible within this report yet, the work throughout the year aimed at improving resource availability will start to have an impact on numerous measures and outcomes in quarter four, including this one.

Q3 Highlighted Measure - New

Great Place to Work: Actual vs Establishment - Wholetime

Q1	A
Q2	R
Q3	R

Having our wholetime firefighter numbers fully established has been the Service's number one priority during 2022/2023.

BFRS continually adapts its processes to meet this target alongside its plan to appeal to a wider diversity of candidates. The Workforce Planning Group meets regularly to understand and manage all aspects impacting these outcomes. This group looks at areas such as leaver analysis, recruitment, training and development and forecasting.

2022/2023 saw more of its wholetime firefighters (18 so far) transfer to other FRS than any other year since at least 2012. This coupled with the very high demand in local, and further afield training facilities has proven the biggest challenge achieving its target.

Despite the high demand on training facilities, BFRS has run two Firefighter Development Programmes (FFDP) compared with the usual one, and two new transferee programmes.

Looking forward, BFRS have two more FFDPs and transferee programmes planned, with the goal of procuring additional spaces where available.

It is also worth noting that the wholetime firefighter establishment was increased by 20 within 2022/2023.

Public Impact

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

Work	PI.2.01	Primary fires in non-doms	R	R
	PI.2.02	Serious fires in non-doms	R	A
	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)	A	R
	PI.2.06	Non-dom fires with unknown cause	G	G
	PI.2.07	Non-domestic property false alarms	A	G
	PI.2.08	Fire safety Audits completed	G	G

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

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

NOTES:

PI.2.01 - Primary fires in non-doms

A previous highlighted measure. Analysis into the sudden increase identified a single location that was mainly responsible for the rise in numbers. Service Delivery are now working to reduce fires at this targeted location.

PI.1.01 - Accidental Dwelling Fires - & - PI.1.02 - Number of serious Accidental Dwelling Fires

Both the number of ADFs and serious ADFs continue to show a reduction in numbers. It's worth remembering that these numbers are being compared with the previous five years, which were at the time an improvement when compared with previous performance. A detailed report in relation to fires in the home is currently being drafted and will be available to Service Delivery within the coming months.

KPM Summary

Response

Incidents

R.1.01	Total Incidents (Exc Co-res)	R	A
R.1.02	Co-responder incidents	B	G
R.1.03	Effecting entry incidents	R	R
R.1.04	Average attendance time to all	R	R
R.1.05	Average attendance time to ADFs	G	R

Response Model

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

Ops Res

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

NOTES:

R.2.05 - Over The Border (OTB) mobilisations into BFRS grounds

The utilisaton of neighbouring service's resources has been extremely high this year. While summer pressures (July & August) does account for over 40% of that utilisation, all months other than June saw a significant increase on its support from other Fire & Rescue services.

Some of this is down to geography (location of the neighbouring stations), and some can be attributed to simultaneous demand. There is also the impact of BFRS resource availability being less than planned. A report which will help the Service understand and identify it's demand during 2022/2023 will be processed after year end.

Great Place to Work

People	GP.1.01	Actual vs Establishment - Wholetime	R	R
	GP.1.02	Actual vs Establishment - On-Call	R	R
	GP.1.03	Actual vs Establishment - Support	A	A
	GP.1.04	% Staff turnover	A	A
	GP.1.05	% Absence	?	?
	GP.1.06	Welfare & Support	G	G
	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.1.04 - % Staff Turnover

The workforce planning group not only looks at current and future recruitment, it also tries to understand why staff are leaving and the impact this has on the Service. With this in mind, two reports are being finalised to share with HR to better understand the reasons behind people's decisions to leave.

GP.1.06 - Welfare & Support

This is the first KMP report to include details of the welfare & support figures since it was developed at the beginning of the year. The figures show how many times BFRS staff or their families have reached out for support. This has been split between 'calls' and 'online'. For the time being, this is being highlighted as for monitoring purposes only.

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	R	R
	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
	PV.2.03	FOIs	-	G
	PV.2.04	Compliance with Standing orders	-	G

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

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	G	G
	PV.4.02	Network uptime	?	?

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

NOTES:

PV.1.04 - Bank Costs

The cost of the BFRS Bank pool remains high. This, like other highlighted measures can be attributed to the Wholetime Firefighter workforce not being fully established. Work continues not only with recruitment, but also ensuring models such as Day Crewing are more attractive to firefighters.