

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: **April**

Reporting Quarter: **Q4**

Last Updated: 17th May **2023**

Q3 Highlighted Measures - Review

Great Place to Work: Actual vs Establishment - Wholetime

Q1	A
Q2	R
Q3	R
Q4	G

At the end of quarter three we highlighted this measure to reassure staff and members that recruitment was still the Service's number one priority. We also highlighted some of the challenges in achieving our target and what actions and plans were in place to mitigate these.

Quarter four saw the number of wholetime firefighters reach its initial target of > 95% (290 actual vs 300 establishment), the highest number of wholetime firefighters since March 2015.

Despite the improvement in numbers, the workforce planning group is still heavily focused on recruitment during 2023/2024 to ensure BFRS is fully established. The group is also focused on the challenges presented to a workforce that has a high number of new employees.

Q4 Highlighted Measure - New

Public Impact: Fire & Wellness visits

Q1	R
Q2	R
Q3	R
Q4	B

The Prevention Delivery Team underwent recruitment and onboarding for the first nine months of the year. The benefits of this are now being realised in the co-ordination and delivery of the number of visits. More pleasingly is the sustained level of visits to people defined as having one or more vulnerabilities.

Q3 & Q4 combined saw the highest number of visits completed since the introduction of our premises risk management system back in 2018.

It's worth highlighting the great work carried out by the crews at Buckingham and Broughton, which heavily supported the numbers achieved this year.

The department's focus for 2023/2024 is now maintaining the increased level of visit delivery, with localised targets set for stations and prevention team members.

BFRS are due to receive updated data from the NHS which will help us with targeting those vulnerable to fire with a greater degree of accuracy.

Public Impact

Home	PI.1.01	Accidental Dwelling Fires (ADFs)	G	B	Home	PI.1.06	Deliberate fires to dwelling (not own)	B	B
	PI.1.02	Serious ADFs	G	G		PI.1.07	Deliberate secondary fires (own)	B	B
	PI.1.03	Fire related fatalities in ADFs	G	A		PI.1.08	Dwelling fires with unknown cause	G	G
	PI.1.04	Serious fire related injuries in ADFs	A	A		PI.1.09	Fire & Wellness visits	B	R
	PI.1.05	False alarms	A	A		PI.1.10	% Fire & Wellness visits to vulnerable	B	B
Work	PI.2.01	Primary fires in non-doms	G	R	Work	PI.2.05	Deliberate fires to non-dom (not own)	G	R
	PI.2.02	Serious fires in non-doms	G	R		PI.2.06	Non-dom fires with unknown cause	G	G
	PI.2.03	Fire related fatalities - non-doms	G	G		PI.2.07	Non-domestic property false alarms	R	G
	PI.2.04	Serious fire related injuries - non-doms	G	G		PI.2.08	Fire safety Audits completed	A	G
Travel	PI.3.01	Number of RTCs attended	B	G	Communities	PI.3.05	Deliberate secondary fires (others)	B	R
	PI.3.02	RTC fatalities	B	B		PI.3.06	Deliberate primary fires (others)	B	R
	PI.3.03	RTC Injuries - serious	G	A					
	PI.3.04	RTC Injuries - slight	G	B					

NOTES:

PI.1.03: There were three **Fire related fatalities** recorded across two accidental dwelling fires during 2022-2023.

PI.1.09 & PI.1.10: The number of **Fire & Wellness** visits, completed in January, February & March were all above the target of 300, with March seeing 465 visits completed. As well as the high number of visits, the percentage of visits which involved a vulnerable person remained above 94% (70% target).

PI.2.01, PI.2.02, PI.2.05 & PI.3.06: Primary **fires in non-domestic buildings** saw an increase of 26% when compared with the average of the previous five years. It was identified that this increase could be attributed to fires in prisons. BFRS and Prison staff are engaged to develop plans to reduce the number of these incidents.

PI.3.05: **Deliberate secondary fires** saw an increase of 23% when compared with the average number of the previous five years. However, nearly all of this increase can be attributed to the summer pressures in July and August. Excluding these two months saw a decrease in incidents across the year.

Response

Incidents	R.1.01	Total Incidents (Exc Co-res)	B	A
	R.1.02	Co-responder incidents	B	B
	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	B	R

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

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

NOTES:

R.1.01: 2022/2023 saw an increase of 7.7% in the **total number of incidents** attended by crews in Buckinghamshire & Milton Keynes. Most of this can be attributed to the summer pressures, however, outside of July and August, there was still an increase of 2.6%.

R.1.04: The **average attendance time to all incidents** continues to be above the average of the previous five years. Analysis of attendance times will be carried out to help identify the main impacts on attendance times.

R.2.01 & R.2.02: The number of staff and staff with the required skills had an impact of the **availability of pumping appliances** during 2022/2023. BFRS' number one priority has been to address these challenges and expect to see improvements during 2023/2024.

Great Place to Work

People	GP.1.01	Actual vs Establishment - Wholetime	G	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	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	-	A
	GP.1.10	Grievance and disciplines processed	R	-

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

NOTES:

GP.1.01: The **number of wholetime firefighters** reached the target of being above 95% of its establishment for the first time since the increase of establishment in June 2022.

GP.1.08 & GP.1.09: The completion of appraisals and mandatory e-learning packages fell short of its target by year end. Actions are now in place to ensure 2023/2024 figures are much improved. BFRS will also look at how it measures its appraisal completion.

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	-	R
	PV.3.03	Social Media	?	B

PMO	PV.5.01	Internal Audits	-	A
	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:
No commentary provided.