



KEY PERFORMANCE MEASURES - 2023-2024

QUARTER 1 (APR - JUN)

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's 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 (in most cases)	Cumulative (in most cases)
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
For monitoring purposes	G
For monitoring purposes	A
For monitoring purposes	R
No reporting for this pattern	-
Information not received	?

PUBLIC IMPACT

IN THE HOME

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PI.1.01	Number of Accidental Dwelling Fires (ADFs)	G	G	7
PI.1.02	Number of serious ADFs	B	G	7
PI.1.03	ADFs - Fire related fatalities	G	G	8
PI.1.04	ADFs—Fire related serious injuries	G	G	8
PI.1.05	Dwelling fires - Cause not known	B	G	9
PI.1.06	Dwelling fires - Deliberate	A	A	9
PI.1.07	False Alarms in the home	R	A	10
PI.1.08	Home Fire Safety Visits	B	G	10
PI.1.09	Home Fire Safety Visits - Vulnerable	B	B	11

IN THE WORKPLACE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PI.2.01	Non-domestic property fires - Accidental	B	B	12
PI.2.02	Non-domestic property fires - Deliberate	G	G	12
PI.2.03	Non-domestic property fires - Not Known	A	G	13
PI.2.04	Non-domestic property fires - Serious	R	B	13
PI.2.05	Non-domestic property fires - Fire related fatalities	G	G	14
PI.2.06	Non-domestic property fires - Fire related injuries - Serious	G	G	14
PI.2.07	Non-domestic property fires - False Alarms	G	G	15
PI.2.08	Fire Safety Audits	G	G	15
PI.2.09	Prison Fires	R	R	16

TRAVEL

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PI.3.01	Road Traffic collisions (RTCs) - Attended	A	A	17
PI.3.02	RTC Fatalities	G	A	17
PI.3.03	RTC Injuries - Serious	B	R	18
PI.3.04	RTC Injuries - Slight	B	G	18

COMMUNITIES

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PI.4.01	Deliberate Secondary Fires (to other's property)	R	B	19
PI.4.02	Deliberate Primary Fires (to other's property)	R	A	19

RESPONSE

INCIDENTS

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
R.1.01	Total incidents (exc co-responders)	R	G	21
R.1.02	Co-responder incidents	A	B	21
R.1.03	Effecting Entry incidents	A	R	22
R.1.04	Average attendance time to all incidents (exc co-responder)	A	A	22
R.1.05	Average attendance time to accidental dwelling fires	G	R	23

RESPONSE MODEL

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
R.2.01	Availability - Wholetime Appliances	R	R	24
R.2.02	Availability - On-call Appliances	R	R	24
R.2.03	Response Model - Wholetime Appliances	A	A	25
R.2.04	Response Model - On-call Appliances	R	R	25
R.2.05	Over The Border Mobilisations into BFRS	R	R	26
R.2.06	Over The Border Mobilisations our of BFRS	G	G	26

OPS RESILIENCE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
R.3.01	Maintenance of Competencies	B	-	27
R.3.02	Hydrant Availability	?	?	27
R.3.03	High Risk Site Information	G	G	28

A GREAT PLACE TO WORK

PEOPLE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
GP.1.01	Actual vs Establishment - Wholetime	G	G	31
GP.1.02	Actual vs Establishment - On-Call	R	R	31
GP.1.03	Actual vs Establishment - Support	A	A	32
GP.1.04	Staff Turnover	A	A	32
GP.1.05	Absence	B	B	33
GP.1.06	Welfare & Support	A	A	33
GP.1.07	Employee Engagement	-	R	34
GP.1.08	Appraisal & Objectives Completion	A	R	34
GP.1.09	Mandatory E-Learning Completed	G	G	35
GP.1.10	Grievance & Disciplines	G	G	35

HEALTH & SAFETY

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
GP.2.01	Injury Rate	G	-	36
GP.2.02	Workplace Injuries	G	G	36
GP.2.03	Near Miss Events Recorded	A	A	37
GP.2.04	Vehicle Incidents	R	R	37
GP.2.05	RIDDOR Reportable Injuries	A	A	38
GP.2.06	Attacks on members of staff	A	A	38
GP.2.07	Equipment damage	A	A	39

PUBLIC VALUE

FINANCE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.1.01	Forecast - Outturn	A	-	41
PV.1.02	Bank Cost	A	A	41
PV.1.03	Fraud	-	G	42

COMPLIANCE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.2.01	Data Breaches	-	G	43
PV.2.02	FOIs responded to within timescales	G	-	43

ENGAGEMENT

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.3.01	Compliments & Complaints	-	A	44
PV.3.02	Social Media Engagements	B	B	44
PV.3.03	Website Engagements	B	G	45

ICT

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.4.01	Service Desk Response	G	G	46
PV.4.02	Network Uptime	?	?	46

PROJECTS

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
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PV.5.02	Projects	-	B	47

ENVIRONMENT

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.6.01	Carbon Emissions	-	-	48
PV.6.02	Printing	-	-	48



PUBLIC IMPACT

PI.1.01 - Number of Accidental Dwelling Fires (ADF)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	23	26	23	19	22	24	24	24	27	25	24	19	B <10%
	2023/2024	28	25	23										G Within 10%
	Status	R	G	G										A >10%
Cumulative	Prev 5 year	23	49	72	91	112	136	161	184	212	237	261	280	R >20%
	2023/2024	28	53	76										What is good
	Status	R	G	G										Less is better

Ref	PI.1.01
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of dwelling fires where the cause of the fire was recorded as accidental. Dwelling fires are fires in properties that are a place of residence i.e. places occupied by households such as houses and flats, excluding hotels/ hostels and residential institutions.

The number of accidental dwelling fires were comparable with recent years.

PI.1.02 - Number of Serious ADFs

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	8.2	7	7.8	6.8	6.6	7.8	7.8	8	8.4	8.2	7	8.6	B <20%
	2023/2024	11	6	5										G Within 20%
	Status	R	G	B										A >20%
Cumulative	Prev 5 year	8.2	15.2	23	29.8	36.4	44.2	52	60	68.4	76.6	83.6	92.2	R >30%
	2023/2024	11	17	22										What is good
	Status	R	G	G										Less is better

Ref	PI.1.02
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of accidental dwelling fires where the fire spread from the item that had first ignited. Fire spread is in relation to heat or flame damage. This does not include smoke damage.

The number of serious accidental dwelling fires were comparable with recent years.

PI.1.03 - ADF Fire-Related Fatalities

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	0	0	0.4	0	0.2	0	0.4	0	0	0.2	0	0.2	B
	2023/2024	0	0	0										G 0
	Status	G	G	G										A > 0 a year
														R > 3 a year
Cumulative	Prev 5 year	0	0	0.4	0.4	0.6	0.6	1	1	1	1.2	1.2	1.4	What is good
	2023/2024	0	0	0										Less is better
	Status	G	G	G										

Ref	PI.1.03	Number of fire related fatalities recorded at accidental dwelling fires. In general, 'fire-related deaths' are those that would not have otherwise occurred had there not been a fire.
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

PI.1.04 - ADF Fire Related Serious Injuries

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	0	0	0.2	0.4	0.6	0	0	0	0.6	0.8	0	0.4	B
	2023/2024	1	0	0										G < 3 a year
	Status	A	G	G										A > 2 a year
														R > 4 a year
Cumulative	Prev 5 year	0	0	0.2	0.6	1.2	1.2	1.2	1.2	1.8	2.6	2.6	3	What is good
	2023/2024	1	1	1										Less is better
	Status	G	G	G										

Ref	PI.1.04	Number of fire related serious injuries recorded at accidental dwelling fires. In general, 'serious injury' can be defined as: at least an overnight stay in hospital as an in-patient.
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

One serious injury was recorded at an accidental dwelling fire during Q1. This incident was related to a kitchen fire as a consequence of unattended cooking.

PI.1.05 - Dwelling Fires - Cause Not Known

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	1.8	1.6	1.6	0.8	0.6	2.4	1.4	1	1	1.2	0.6	2	B < 1 per month
	2023/2024	1	1	0										G 1-2 per month
	Status	G	G	B										A > 2 per month
Cumulative	Prev 5 year	1.8	3.4	5	5.8	6.4	8.8	10.2	11.2	12.2	13.4	14	16	What is good
	2023/2024	1	2	2										Less is better
	Status	G	G	G										

Ref	PI.1.05
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of dwelling fire incidents attended where the cause of the fire was recorded as 'Not Known'.
 Not known is recorded when there is general uncertainty about the cause or motivation of the fire. 'Not Known' should only be used if absolute necessary.

BFRS now forms part of the Thames Valley Fire Investigation Team. This team delivers additional training (including forensic training) to Junior Officers (level 1 fire investigators). Crews also have access to support from Level 2 Fire Investigators should they need it during an incident.
 This additional training and access to support should help reduce the number of not known causes reported at fires.

PI.1.06 - Deliberate Dwelling Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	1.2	1.4	1.4	2.6	2.8	0.4	2.8	2	1	1.2	1.8	0.6	B < 2 per month
	2023/2024	2	6	4										G 2 per month
	Status	G	R	A										A > 2 per month
Cumulative	Prev 5 year	1.2	2.6	4	6.6	9.4	9.8	12.6	14.6	15.6	16.8	18.6	19.2	What is good
	2023/2024	2	8	12										Less is better
	Status	G	A	A										

Ref	PI.1.06
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of dwelling fires where the fire was started deliberately by someone other than the owner/occupant.
 This includes derelict properties - derelict are buildings which are unfit for further use.

Of the 12 deliberate fires recorded at dwellings, six involved derelict properties. Three of the derelict building were located in or near to High Wycombe and two were in or near to Gerrards Cross.
 The remaining six all saw limited damage to the buildings. A breakdown of the incidents is recorded below:
 Two incidents were in relation to mental health
 Two incidents were in relation to fire spread from outside the property (one car and one pile of rubbish).
 One incident was in relation to rubbish burning in an unoccupied building.
 One incident was in a communal bin cupboard.

PI.1.07 - False Alarms in the Home

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	91	103	95	116	122	114	120	100	100	89	85	81	B <5%
	2023/2024	95	100	115										G Within 5%
	Status	G	G	R										A >5%
Cumulative	Prev 5 year	91	193	289	405	527	641	761	861	961	1050	1135	1216	R >10%
	2023/2024	95	195	310										What is good
	Status	G	G	A										Monitor

Ref	PI.1.07
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of incidents attended in dwellings that were recorded as a False Alarm. These could have been fire related or a special service i.e. flooding. However, this does not include where we attended as a co-responder.

Most of the incidents above are in relation to fire related incidents i.e. smoke detectors, smell of smoke etc. The increase in numbers is to be expected. National guidance is still: “In the event of a fire, get out, stay out and call 999”. With the number of homes in the county continuing to increase, the number of smoke detectors in homes is increasing due to initiatives such as Home Fire Safety Visit, and the ‘Smoke and Carmon Monoxide Alarm Regulations 2022’ coming into force.

PI.1.08 - Home Fire Safety Visits

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	400	400	400	400	400	400	400	400	400	400	400	B > 10%	
	2023/2024	341	340	456									G Within 10%	
	Status	R	R	B									A < 10%	
Cumulative	Target	350	700	1050	1450	1850	2250	2650	3100	3550	4000	4450	4900	R < 20%
	2023/2024	341	681	1137										What is good
	Status	R	R	G										More is better

Ref	PI.1.08
Owner	Prevention
Comparison	Against Target
Source	BFRS PRMS

Number of Home Fire Safety Visits (HFSVs) completed monthly by operational crews and the Community Safety delivery team. This includes targeted addresses, referrals, post incidents and hot-strikes.

Following a 6 month review, revisions to the approach to targeting addresses were made which prompted increased visit completions in June. The monthly targets have been increased to align to the MTFP as part of the overall drive to improve performance to be in line with the national average.

PI.1.09 - Home Fire Safety Visits - Vulnerable

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	B > 80%
	2023/2024	90%	99%	93%									G > 70%
	Status	B	B	B									A > 59%
Cumulative	Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	R < 60%
	2023/2024	90%	95%	93%									What is good
	Status	B	B	B									Higher is better

Ref	PI.1.09	Number of Home Fire Safety Visits (HFSVs) completed successfully, where at least one vulnerable person was resident. Vulnerability to fire fatality or fire injury is defined in the prevention strategy but includes; age 65 or over, frailty (mobility), disability, dementia, medical equipment use, alcohol or substance use. These align to the categories identified for Home Office reporting.
Owner	Prevention	
Comparison	Against Target	
Source	BFRS PRMS	

Our focus on targeting the vulnerable remains as our visits increase.

PI.2.01 - Non-domestic Property Fires - Accidental

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	10	12.8	11.2	13.2	9	9.4	12.2	10.2	9	11.6	8	9.8	B < 10%
	2023/2024	14	8	8										G Within 10%
	Status	R	B	B										A > 10%
Cumulative	Prev 5 year	10	22.8	34	47.2	56.2	65.6	77.8	88	97	108.6	116.6	126.4	R > 20%
	2023/2024	14	22	30										What is good
	Status	R	G	B										Less is better

Ref	PI.2.01
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of fires in non-domestic properties where the cause was recorded as accidental.
 This excludes derelict properties (unless four or more pumps were needed) and Prisons.

The number of incidents attended were comparable with recent years.

PI.2.02 - Non-domestic Property Fires - Deliberate

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	11.8	14.6	12.8	16.2	11.8	11.4	14.6	10.8	11.2	13.6	9.8	13	B < 10%
	2023/2024	16	9	12										G Within 10%
	Status	R	B	G										A > 10%
Cumulative	Prev 5 year	11.8	26.4	39.2	55.4	67.2	78.6	93.2	104	115.2	128.8	138.6	151.6	R > 20%
	2023/2024	16	25	37										What is good
	Status	R	G	G										Less is better

Ref	PI.2.02
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of fires in non-domestic properties where the cause was recorded as deliberate (where the fire was started deliberately by someone other than the owner/occupant).
 This excludes derelict properties (unless four or more pumps were needed) and Prisons.

The number of incidents attended were comparable with recent years.

PI.2.03 - Non-domestic Property Fires - Not Known

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	1.8	1.8	1.6	3	2.8	2	2.4	0.6	2.2	2	1.8	3.2	B < 2 per month
	2023/2024	2	1	4										G 2-3 per month
	Status	G	B	A										A > 3 per month
Cumulative	Prev 5 year	1.8	3.6	5.2	8.2	11	13	15.4	16	18.2	20.2	22	25.2	What is good
	2023/2024	2	3	7										Less is better
	Status	G	B	G										

Ref	PI.2.03
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of fires in non-domestic properties where the cause was recorded as 'Not Known' This excludes derelict properties (unless four or more pumps were needed) and Prisons.
 Not known is recorded when there is general uncertainty about the cause or motivation of the fire. 'Not Known' should only be used if absolute necessary.

BFRS now forms part of the Thames Valley Fire Investigation Team. This team delivers additional training (including forensic training) to Junior Officers (level 1 fire investigators). Crews also have access to support from Level 2 Fire Investigators should they need it during an incident.
 This additional training and access to support should help reduce the number of not known causes reported at fires.

PI.2.04 - Non-domestic Property Fires - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	8.4	7.6	7.4	11.4	6.8	6.4	5.2	5.6	5.8	4.8	6.2	7.2	B < 10%
	2023/2024	7	3	9										G Within 10%
	Status	B	B	R										A > 10%
Cumulative	Prev 5 year	8.4	16	23.4	34.8	41.6	48	53.2	58.8	64.6	69.4	75.6	82.8	What is good
	2023/2024	7	10	19										Less is better
	Status	B	B	B										

Ref	PI.2.04
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of fires in non-domestic properties where the fire spread from the item that first ignited. This excludes derelict properties (unless four or more pumps were needed) and Prisons.
 Fire spread is in relation to heat or flame damage. This does not include smoke damage.

The number of incidents attended were comparable with recent years.

PI.2.05 - Non-domestic Property Fires - Fire Related Fatalities

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year	0	0	0	0	0	0	0	0	0	0	0	B
	2023/2024	0	0	0									G 0 per year
	Status	G	G	G									A
													R > 0 per year
Cumulative	Prev 5 year	0	0	0	0	0	0	0	0	0	0	0	What is good
	2023/2024	0	0	0									Less is better
	Status	G	G	G									

Ref	PI.2.05
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of fire related fatalities recorded at non-domestic property fires. In general, 'fire-related deaths' are those that would not have otherwise occurred had there not been a fire. These numbers exclude incidents in Prisons.

PI.2.06 - Non-domestic Property Fires - Fire Related Injuries - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year	0	0.2	0	0.2	0	0	0	0	0	0	0	B
	2023/2024	1	0	0									G < 2 per year
	Status	A	G	G									A > 1 per year
													R > 2 per year
Cumulative	Prev 5 year	0	0.2	0.2	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	What is good
	2023/2024	1	1	1									Less is better
	Status	G	G	G									

Ref	PI.2.06
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of serious fire related injuries recorded at non-domestic property fires. In general, 'serious injury' can be defined as: at least an overnight stay in hospital as an in-patient. These numbers exclude incidents in Prisons.

PI.2.07 - Non-domestic Property False Alarms

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year	112	125	120	143	136	151	157	142	144	134	116	118	B < 10%
	2023/2024	119	114	130										G Within 10%
	Status	G	G	G										A > 10%
Cumulative	Prev 5 year	112	237	357	500	636	787	944	1086	1230	1364	1480	1598	What is good
	2023/2024	119	233	363										Less is better
	Status	G	G	G										

Ref	PI.2.07	Number of incidents attended in non-domestic properties that were recorded as a False Alarm. These could have been fire related or a special service i.e. flooding. However, this does not include where we attended as a co-responder. These numbers do not include incidents in Prisons.
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

BFRS continues to monitor and manage 'repeat offender (where we attend a false alarm at the same property on more than one occasion within a year). BFRS has dedicated resource that works with local business to reduce their false alarms.

Crews also use the opportunity while at sites to engage with the occupiers to identify and address any risk to the public and crews. It also provides our crews with familiarisation for certain sites within their local station grounds.

PI.2.08 - Fire Safety Audits

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	20	20	20	20	20	20	20	20	20	20	20	20	B > 29 Per month
	2023/2024	33	15	28										G > 19 Per month
	Status	B	G	G										A < 20 Per month
Cumulative	Target	20	40	60	80	100	120	140	160	180	200	220	240	What is good
	2023/2024	33	48	76										More is better
	Status	B	G	G										

Ref	PI.2.08	Number of Fire Safety Audits Completed. A fire safety audit is an examination of the premises and relevant documents to ascertain how the premises are being managed with regards to fire safety. Occupants will need to demonstrate to our officers that they have met the duties required by the Fire Safety Order.
Owner	Protection	
Comparison	Target	
Source	PRMS	

Fire Safety Audit numbers are inline with Service targets.

PI.2.09 - Prison Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	2022/2023	4	5	3	9	10	1	1	10	6	6	9	4	B < 10%
	2023/2024	3	6	10										G Within 10%
	Status	B	A	R										A > 10%
														R > 20%
Cumulative	2022/2023	4	9	12	21	31	32	33	43	49	55	64	68	What is good
	2023/2024	3	9	19										Less is better
	Status	B	G	R										

Ref	PI.2.09	Number of fires attended in prisons. All causes i.e. accidental/deliberate were included within these figures. All damage levels are included within these figures.
Owner	Response	
Comparison	Previous year	
Source	BFRS IRS	

Most of the above incidents were recorded at the same location. Collaboration between the Service and staff at the prison continues. An action plan has been developed to help reduce the number of incidents and to prepare and protect staff (including BFRS). Actions include: Station familiarisation visits and drills, and changes to products used within the prison.

PI.3.01 - Number of RTCs attended

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	35	39.2	46	45	44.8	48.4	50.2	56.2	48.6	49.8	38.8	35.6	B < 10%
	2023/2024	38	51	51										G Within 10%
	Status	G	R	A										A > 10%
Cumulative	Prev 5 year	35	74	120	165	210	258	309	365	413	463	502	538	R > 20%
	2023/2024	38	89	140										What is good
	Status	G	R	A										Less is better

Ref	PI.3.01
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Total number of Road Traffic Collisions (RTCs) attended. This includes all RTCs, from those where an extrication was performed to those where BFRS only provided support with scene safety.

The increase in RTC attendance saw a significant rise in a number of station grounds, notably Aylesbury which recorded 21 RTCs, compared with a previous 5 year average of 11.8. Great Missenden, Marlow, Brill and Buckingham also saw a notable percentage increase in RTCs, however, the actual numbers were low i.e. Great Missenden saw the highest increase (percentage wise): six incidents compared with the usual 1.8.
As you would expect, a significantly proportion of the incidents recorded were during rush hours.

PI.3.02 - RTCs - Fatalities

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	1.2	1	1.2	0.2	2.6	0.6	0.6	0.6	0.6	1.2	0.6	0.4	B < 1 per month
	2023/2024	3	2	1										G 1 per month
	Status	R	A	G										A > 1 per month
Cumulative	Prev 5 year	1	2	3	4	6	7	7	8	9	10	10	11	R > 2 per month
	2023/2024	3	5	6										What is good
	Status	R	R	A										Less is better

Ref	PI.3.02
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Total number of fatalities recorded at RTCs.
It is worth noting that these numbers only reflect where BFRS were requested and attended. It does not represent all RTC related fatalities within Buckinghamshire & Milton Keynes.

All six recorded fatalities were recorded at individual incidents.
Apart from three of the six incidents occurring on a Sunday (not the same Sunday), there was no obvious pattern across the RTCs where a fatality was recorded.
Incidents included, a single incident on a motorway, a tree falling onto a car, car vs HGV and car vs motorbike.

PI.3.03 - RTC Injuries - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	5.8	8.2	10.6	5.8	8.2	5.2	6.6	8.4	4.2	8.2	6	5.4	B <10%
	2023/2024	6	17	8										G Within 10%
	Status	G	R	B										A >10%
Cumulative	Prev 5 year	6	14	25	30	39	44	50	59	63	71	77	83	What is good
	2023/2024	6	23	31										Less is better
	Status	G	R	R										

Ref	PI.3.03	<p>Total number of serious injuries recorded at RTCs.</p> <p>In general, 'serious injury' can be defined as: at least an overnight stay in hospital as an in-patient.</p> <p>It is worth noting that these numbers only reflect where BFRS were requested and attended.</p>
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

The 31 serious injuries were recorded across 26 incidents. As with RTC fatalities, Sundays accounted for most of the incidents, 35% (9 of the 26 incidents) or 39% of injuries (12 of the 31).

71% of the recorded injuries were in relation to the driver (22 of the 31).

84% of the recorded injuries were in relation to males (26 of the 31).

There was not a specific age group which saw a majority of the injuries recorded.

High Wycombe recorded less incidents than usual, also recorded the highest number of serious injuries: six across five incidents.

PI.3.04 - RTCs Injuries - Slight

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	14.2	18.2	20.2	19.2	19.4	20.6	19.6	22.2	17	22.4	19.4	13.4	B < 10%
	2023/2024	13	25	16										G Within 10%
	Status	G	R	B										A > 10%
Cumulative	Prev 5 year	14	32	53	72	91	112	131	154	171	193	212	226	What is good
	2023/2024	13	38	54										Less is better
	Status	G	A	G										

Ref	PI.3.04	<p>Total number of slight injuries recorded at RTCs in BFRS grounds.</p> <p>In general, 'slight injury' can be defined as: at attending hospital as an outpatient.</p> <p>It is worth noting that these numbers only reflect where BFRS were requested and attended.</p>
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

PI.4.01 - Deliberate Secondary Fires (to other's property)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	41	37.6	38.8	56.6	57	40.8	22	19.2	13.2	13.6	19	22.4	B < 10%
	2023/2024	18	35	51										G Within 10%
	Status	B	G	R										A > 10%
Cumulative	Prev 5 year	41	79	117	174	231	272	294	313	326	340	359	381	R > 20%
	2023/2024	18	53	104										What is good
	Status	B	B	B										Less is better

Ref	PI.3.05
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of secondary fires that were deliberately started by somebody that wasn't the owner. Secondary fires are generally small outdoor fires, not involving people or property. These include refuse fires, grassland fires and fires in derelict buildings or vehicles, unless these fires involved casualties or rescues, or five or more pumping appliances attended.

PI.4.02 - Deliberate Primary Fires (to other's property)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	14.2	15.4	17.4	23.4	21.8	16.4	14.6	12.8	10.6	11.8	10.4	13.4	B < 10%
	2023/2024	13	15	24										G Within 10%
	Status	G	G	R										A > 10%
Cumulative	Prev 5 year	14	30	47	70	92	109	123	136	147	158	169	182	R > 20%
	2023/2024	13	28	52										What is good
	Status	G	G	A										Less is better

Ref	PI.3.06
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Number of primary fires that were deliberately started by somebody that wasn't the owner. Primary fires are potentially more serious fires that harm people or cause damage to property.



RESPONSE

R.1.01 - Total Incidents (exc co-responders)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	573	602	604	742	710	638	599	568	566	528	490	503	B < 2.51%
	2023/2024	526	592	667										G Within 2.5%
	Status	B	G	R										A > 2.51%
Cumulative	Prev 5 year	573	1175	1779	2521	3231	3869	4468	5036	5602	6129	6619	7122	R > 10%
	2023/2024	526	1118	1785										What is good
	Status	B	B	G										Monitor

Ref	R.1.01	Total number of incidents attended within Buckinghamshire and Milton Keynes (excluding co-responder incidents).
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

Incident numbers are inline with previous years.

R.1.02 - Co-Responder Incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	54	52	55	66	66	67	57	65	76	60	57	58	B < 2.51%
	2023/2024	29	50	58										G Within 2.5%
	Status	B	B	A										A > 2.51%
Cumulative	Prev 5 year	54	105	160	226	292	360	417	482	558	618	675	733	R > 10%
	2023/2024	29	79	137										What is good
	Status	B	B	B										Monitor

Ref	R.1.02	Total number of co-responder incidents attended within Buckinghamshire and Milton Keynes
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

R.1.03 - Effecting Entry Incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	18.8	19.4	15	15.4	18.4	17	17.8	19.8	24	18.2	24.8	20.8
2023/2024	27	28	18									
Status	R	R	A									

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	19	38	53	69	87	104	122	142	166	184	209	229
2023/2024	27	55	73									
Status	R	R	R									

B	< 10%
G	Within 10%
A	> 10%
R	> 20%

What is good
Monitor

Owner	R.1.03
Lead Member	Response
Comparison	Previous five year average
Source	BFRS IRS

Total number of incidents where BFRS were requested to support South Central Ambulance Service in gaining access to a property or room for a medical emergency.

The number of request received to support South Central Ambulance with effecting entry incidents continue to increase.

R.1.04 - Average Attendance Time to all Incidents (exc Co-Res)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	08:22	08:25	09:08	08:51	08:54	08:42	08:43	08:42	08:38	08:25	08:17	08:29
2023/2024	08:48	08:41	09:24									
Status	A	A	A									

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	08:22	08:24	08:39	08:42	08:45	08:44	08:44	08:44	08:43	08:42	08:40	08:39
2023/2024	08:48	08:44	08:59									
Status	A	A	A									

B	< 10 Sec
G	Within 10 sec
A	> 10 Sec
R	> 30 seconds

What is good
Less is better

Ref	R.1.04
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

The average attendance time to all incidents (excluding co-responding incidents).
 The average time is the minutes and seconds elapsed from the time the first appliance was assigned to the incident, to the arrival of the first appliance at the incident.

The average attendance time to incidents increased in Q1 2023/2024 when compared with the previous five years. We predict this will improve as appliance availability improves, however, further investigation is being carried out to better understand the cause of this increase. Areas such as simultaneous demand, incident location, time of incident and speeds travelled will all be analysed.

R.1.05 - Average Attendance Time to ADFs

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	07:42	07:30	07:54	08:22	08:12	08:24	08:20	08:27	07:26	08:26	07:44	08:07
2023/2024	08:38	08:26	08:03									
Status	R	R	G									
Cumulative												
Prev 5 year	07:42	07:35	07:41	07:50	07:54	07:59	08:02	08:05	08:00	08:03	08:01	08:02
2023/2024	08:38	08:32	08:24									
Status	R	R	R									

B	< 10 Sec
G	Within 10 sec
A	> 10 Sec
R	> 30 seconds

What is good
Less is better

Ref	R.1.05
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

The average attendance time to Accidental Dwelling Fires.
 The average time is the minutes and seconds elapsed from the time the first appliance was assigned to the incident, to the arrival of the first appliance at the incident.

As with the attendance time to all incidents, the average attendance time to accidental dwelling fires incidents increased in Q1 2023/2024 when compared with the previous five years.
 This will also form part of the investigation being carried out to better understand the cause of this increase.

R.2.01 - Availability - Wholetime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	B 99% - 99.9%
Monthly 2023/2024	92%	91%	88%										G 98% - 98.9%
Monthly Status	R	R	R										A 96% - 97.9%
													R <96%
Cumulative Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	What is good
Cumulative 2023/2024	92%	91%	90%										Higher is better
Cumulative Status	R	R	R										

Ref	R.2.01	<p>The availability of BFRS pumps to respond to incidents. This measure reflects when pumps are “on the run”. With this in mind, should an appliance be at an incident, it would still be recorded as being available.</p> <p>Reasons for an appliance being “off the run” include, crew/skill deficient, vehicle defects and decontamination.</p>
Owner	Response	
Comparison	Target	
Source	TVFC Vision	

A range of initiatives have been agreed by SMB to improve the resilience of frontline resources. This includes temporarily raising the number of Level One Incident Commanders qualified to be in charge of fire appliances, and trialling new ways of staffing on-call appliances.

Growth bids are also being submitted to Members to permanently increase the number of supervisory managers, as well as increasing the establishment of driving instructors and frontline operational training staff.

R.2.02 - Availability On-Call

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly Target	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	B >55%
Monthly 2023/2024	9.7%	7.1%	7.6%										G >29%
Monthly Status	R	R	R										A > 16%
													R < 17%
Cumulative Target	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	What is good
Cumulative 2023/2024	9.7%	8.4%	8.1%										Higher is better
Cumulative Status	R	R	R										

Ref	R.2.02	<p>The availability of BFRS pumps to respond to incidents. This measure reflects when pumps are “on the run”. With this in mind, should an appliance be at an incident, it would still be recorded as being available.</p> <p>Reasons for an appliance being “off the run” include, crew deficient, vehicle defects and decontamination.</p>
Owner	Response	
Comparison	Target	
Source	TVFC Vision	

Traditional on-call recruitment continues to be a challenge, and it is hoped that the trials scheduled for Q3 and Q4 this year will identify new ways of improving the overall resilience of the Service in the longer term.

R.2.03 - Wholetime - Response Model

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Day	Target	12	12	12	12	12	12	12	12	12	12	12	B
	2023/2024	10.8	10.7	10.5									G > 11
	Status	A	A	A									A > 10
													R < 10
Night	Target	12	12	12	12	12	12	12	12	12	12	12	What is good
	2023/2024	11.4	11.3	10.9									Higher is better
	Status	G	G	A									

Ref	R.2.03
Owner	Response
Comparison	Target
Source	BFRS Fire Service Rota

The average number of Whole Time pumps available at the beginning of each shift, broken down my day shift and night shift.

A range of initiatives have been agreed by SMB to improve the resilience of frontline resources. This includes temporarily raising the number of Level One Incident Commanders qualified to be in charge of fire appliances, and trialling new ways of staffing on-call appliances.

Growth bids are also being submitted to Members to permanently increase the number of supervisory managers, as well as increasing the establishment of driving instructors and frontline operational training staff.

R.2.04 - On-Call - Response Model

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Day	Prev 5 year	3	3	3	3	3	3	3	3	3	3	3	B > 5
	2023/2024	0.7	0.5	0.6									G > 3
	Status	R	R	R									A < 3
													R < 2
Night	Prev 5 year	3	3	3	3	3	3	3	3	3	3	3	What is good
	2023/2024	1.1	0.7	1.0									Higher is better
	Status	R	R	R									

Ref	R.2.04
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

The average number of On-Call pumps available at the beginning of each shift, broken down my day shift and night shift.

Traditional on-call recruitment continues to be a challenge, and it is hoped that the trials scheduled for Q3 and Q4 this year will identify new ways of improving the overall resilience of the Service in the longer term.

R.2.05 - OTB Mobilisations into BFRS Grounds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	118	132	134	226	189	144	143	125	131	110	94	103	B < 10%
	2023/2024	166	137	206										G Within 10%
	Status	R	G	R										A > 10%
Cumulative	Prev 5 year	118	251	384	610	799	943	1086	1212	1342	1453	1547	1649	R > 20%
	2023/2024	166	303	509										What is good
	Status	R	R	R										Less is better

Ref	R.2.05	Number of mobilisations of appliance from Over The Border (OTB) into BFRS grounds
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

The number of times Thames Valley Fire Control requested an appliance from “over the border” (OTB) increased during Q1 when compared with the previous five year average.

A report has been produced for the Service so that it better understands the cause and effect relating to OTB mobilisations. These mobilisations will also form part of the resource review which is being processed as part of the 2025-2030 CRMP. The Service also produces a monthly performance report identifying the utilisation of appliances in relation to OTB. BFRS pays its neighbouring services on a quarterly basis based on utilisation of their resource. However, the calculation of cost is different for each service.

R.2.06 - OTB Mobilisations out of BFRS Grounds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	45	50	47	69	65	42	51	33	50	39	31	33	B < 10%
	2023/2024	41	49	43										G Within 10%
	Status	G	G	G										A > 10%
Cumulative	Prev 5 year	51	109	157	254	331	368	420	449	488	525	559	602	R > 20%
	2023/2024	41	90	133										What is good
	Status	G	G	G										Within range is better

Ref	R.2.05	Number of mobilisations of appliance from BFRS into Over The Border (OTB) grounds.
Owner	Response	
Comparison	Previous five year average	
Source	BFRS IRS	

As detailed in R.2.05, OTB mobilisations will form part of the resource review which is being processed as part of the 2025-2030 CRMP.

The utilisation of these mobilisations are monitored on a monthly basis.

R.3.01 - Maintenance of Competencies

	Quarter 1	May	June	Jul
Target	24%	48%	72%	96%
2023/2024	38%			
Status	B			

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

What is good
Higher is better

Ref	R3.01
Owner	Response
Comparison	Target
Source	BFRS IRS

Maintenance of competencies completed by wholetime firefighters and junior officers.

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R.3.02 - Hydrant Availability

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	500	500	500	500	500	500	500	500	500	500	500	500
2023/2024												
Status												
Target	500	1000	1500	2000	2500	3000	3500	4000	4500	5000	5500	6000
2023/2024												
Status												

B	< 10%
G	Within 10%
A	> 10%
R	> 20%

What is good
Higher is better

Ref	R.3.02
Owner	Water Officer
Comparison	Target
Source	Hydra

The number of Hydrants serviced each month.
 Our water officers maintain hydrants located in Buckinghamshire and Milton Keynes to ensure crews have appropriate access to water when responding to an emergency.
 The target ensures that all hydrants are serviced within a two year period.

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R.3.03 - High Risk Site Information

Level 4		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B > 5%
	Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	G Within 5%
	2023/2024	81%	89%	89%										A > 5%
	Status	A	G	G										R > 10%
Level 3														What is good
	Prev 5 year	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	
	2023/2024	73%	73%	74%										
	Status	G	G	G										

Ref	R.3.03	Site Specific Risk Information (SSRI) for high-risk sites is updated in accordance with the current risk review process. The level of detail obtained is relevant to the level of risk at each site. Site visits to maintain records and training is dependent on both crew and business cooperation and availability.
Owner		
Comparison	Target	
Source	BFRS SSRI	

Performance reports and station performance dashboards help provide crews with their performance and upcoming demand.



**A GREAT PLACE
TO WORK**

GP.1.01 - Actual vs Establishment - Wholetime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	300	300	300	300	300	300	300	300	300	300	300	300	B >100%
	2023/2024	288	288	285										G > 94.9%
	Status	G	G	G										A < 95%
														R < 90%
YTD	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	What is good
	2023/2024	96%	96%	96%										Higher is better
	Status	G	G	G										

Ref	GP.1.01	Total number of people in Wholetime roles v's budgeted establishment
Owner	HR	
Comparison	Target	
Source	iTrent	

We continue to work on a plan to reach 300, which should be achieved by September 2023. The workforce planning group continue to review staff numbers and skills across the service.

GP.1.02 - Actual vs Establishment - On-Call

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	96	96	96	96	96	96	96	96	96	96	96	96	B > 95%
	2023/2024	65.8	65.4	61.4										G > 89.9%
	Status	R	R	R										A < 90%
														R < 85%
YTD	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	What is good
	2023/2024	68.5%	68.3%	66.9%										Higher is better
	Status	R	R	R										

Ref	GP.1.02	Total number of people in On-Call roles v's budgeted establishment (FTE).
Owner	HR	
Comparison	Target	
Source	iTrent	

Recruitment for On-Call firefighters continues for key on-call stations. This is supported by initiatives such as localised recruitments campaigns, have a go days and awareness evenings. The structure and demand of the On-Call system will feature heavily within the new Community Risk Management Plan, where extensive modelling will identify future action plans.

GP.1.03 - Actual vs Establishment - Support

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	133	133	133	133	133	133	133	133	133	133	133	B >100%
	2023/2024	126	126	125									G > 94.9%
	Status	A	A	A									A < 95%
													R < 90%
YTD	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	What is good
	2023/2024	94.7%	94.7%	94.5%									Higher is better
	Status	A	A	A									

Ref	GP.1.03	Total number of people in Support roles v's budgeted establishment.
Owner	HR	
Comparison	Target	
Source	iTrent	

The progress of all support vacancies are reviewed at the workforce planning group. During May and June, 12 support roles were filled. Some of the remaining vacancies are covered by Agency staff, or are a result of an internal move or promotion, which then generated another vacancy.

GP.1.04 - Staff Turnover

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	B
	2023/2024	0.6%	3%	1.5%									G < 1%
	Status	G	R	A									A < 2%
													R > 1.9%
YTD	Prev 5 year	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	What is good
	2023/2024	0.6%	1.8%	1.7%									Less is better
	Status	G	A	A									

Ref	GP.1.04	Percentage of employees who leave the Service, expressed as a percentage of the total workforce.
Owner	HR	
Comparison	Target	
Source	iTrent	

Staff that left the Service during Q1 can be broken down by the following:
Groups: 30% of leavers were wholtime firefighters (across all ranks), 39% were support staff and 30% were On-Call.
Reason: 78% of leavers resigned, 17% retired and 4% were listed as other.
 The Service regularly reviews and reports on its leavers to better understand the reason for turnover and improve it's retention of staff.

GP.1.05 - Absence

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Wholetime	226	226	226	226	226	226	226	226	226	226	226	226	B < 20%
Target	226	226	226	226	226	226	226	226	226	226	226	226	G < 0%
2023/2024	75.5	147	147.5										A > 0%
Status	B	B	B										R > 10%
Support	103	103	103	103	103	103	103	103	103	103	103	103	What is good
Target	103	103	103	103	103	103	103	103	103	103	103	103	Less is better
2023/2024	81.2	81.4	71										
Status	B	B	B										

Ref	GP.1.05
Owner	HR
Comparison	Target
Source	iTrent

The number of working days (shifts) lost per month due to sickness. This covers short and long term sickness.
 The target within the measure is based on the sector average in 2019/2020, as detailed within the National Fire and Rescue Service Sickness Absence Report. The 2019/2020 report was used as not to reflect the impact of Covid 19.

GP.1.06 - Welfare & Support

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	13.7	19.7	14.3	7.3	18.0	51.7	31.7	27.7	18.7	21.0	13.3	8.7	B
Prev 3 year	13.7	19.7	14.3	7.3	18.0	51.7	31.7	27.7	18.7	21.0	13.3	8.7	G Within 50%
2023/2024	11	23	42										A > 50% difference
Status	G	G	A										R
Cumulative	13.7	33.3	47.7	55.0	73.0	124.7	156.3	184.0	202.7	223.7	237.0	245.7	What is good
Prev 3 year	13.7	33.3	47.7	55.0	73.0	124.7	156.3	184.0	202.7	223.7	237.0	245.7	Monitor
2023/2024	11	34	76										
Status	G	G	A										

Ref	GP.1.06
Owner	HR
Comparison	Previous three years
Source	Health Assured

The number of times our Employee Assistance Programme (EAP) has been contacted via phone or online.

GP.1.07 - Employment Engagement

	2017	2020	2022	
Target	65%	65%	65%	65%
Actual	21%	32%	24%	
Status	R	R	R	

B	> 65%
G	55-65%
A	45-55%
R	< 45%

What is good
Higher is better

Ref	GP.1.07
Owner	HR
Comparison	Target
Source	Supplier of Staff Survey

Most Effective employees are both highly engaged and enabled.

Commentary: Our last employee engagement % was taken from the staff survey in Jan 2022. Budget has been signed off to complete annual staff surveys going forward from Jan 2024.

We continue to look at ways to engage with staff, inc recently holding our revamped People Awards where we recognised each other and the great work we do.

GP.1.08 - Appraisal & Objectives Completion

	Q1	Q2	Q3	Q4
Target	75%	95%	95%	95%
2023/2024	58%			
Status	A			
Objectives				
Target	75%	95%	95%	95%
2023/2024	47%			
Status	R			

B	>95%
G	Within 10%
A	< 10% of target
R	< 20% of target

What is good
Higher is better

Ref	GP.1.08
Owner	Learning & Development
Comparison	Target
Source	iTrent

The percentage of all staff that have received their 2022/2023 end of year review and their 2023/2024 objectives.

Throughout this year, face to face and virtual training sessions were held for Managers to attend to learn more about the appraisal process. These sessions encouraged discussion around the barriers to appraisal completion and gave guidance on how to carry out effective appraisals and talked about how Managers can facilitate an appraisal discussion. Further training sessions like this will be rolled out again throughout Q2 to support Managers as they approach the half-year appraisal deadline. Since April 2023 when the end of year submissions for 2022/23 and objective setting for 2023/24 became due, we have created a template for regular reporting to Managers. This was finalised in May and a reminder was sent to Managers on 13 June 2023 to prompt them to complete their overdue appraisals. A further prompt will be sent to Managers again throughout August. Prompts always result in an increased return of overdue performance and development packs showing the importance of regular chasers / follow ups from Organisational Development (OD).

GP.1.09 - Mandatory E-Learning Completed

Wholetime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	10%	20%	30%	40%	50%	60%	70%	80%	90%			
2023/2024	16%	29%	33%									
Status	G	G	G									
Prev 5 year	10%	20%	30%	40%	50%	60%	70%	80%	90%			
2023/2024	12%	23%	30%									
Status	G	G	G									

B	
G	Within 10%
A	< 10 %
R	< 20 %

Support

What is good
Higher is better

Ref	GP.1.09
Owner	Learning & Development
Comparison	Target
Source	BFRS IRS

All BFRS staff are required to complete a number of mandatory e-learning packages every year. These packages cover three main subjects across Health & Safety, Equality Diversity & Inclusion and Data Protection. Within the subjects, there are packages such as Safety Event Reporting, ED&I in the Workplace and Responsible for Information.

Completion rate is inline with expectation. However, managers are being provided with local completion rates to encourage better completion rates in Q2.

GP.1.10 - Grievance & Disciplines

Grievances

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	0	1	0	3	1	4	3	0	1	1	0	0
2023/2024	0	0	0									
Status	G	G	G									
2022/2023	0	0	0	0	0	0	0	0	4	4	1	1
2023/2024	1	2	1									
Status	G	A	G									

B	
G	< 2 per month
A	2 per month
R	> 2 per month

Disciplines

What is good
Monitor

Ref	GP.1.10
Owner	HR
Comparison	Target
Source	HR

The number of new grievances and disciplines recorded each month. Figures include both informal and formal grievances. Where an informal grievance is escalated to being a formal grievance, this will be counted twice.

GP.2.01 - Injury Rate

Quarterly

	Q1	Q2	Q3	Q4
Prev 3 year	19.0	15.6	22.6	25.8
2023/2024	18.67			
Status	G			

B	< 15
G	< 23
A	> 22
R	> 30

What is good
Less is better

Ref	GP.2.01
Owner	Health & Safety
Comparison	Previous three year average
Source	H&S Reporting System

The injury rate give the number of people injured over a quarter based on a group of 1,000 employees or workers.

Injury rates are inline with usual outcomes, both local and national.

GP.2.02 - Workplace injuries

Quarterly

	Q1	Q2	Q3	Q4
Prev 3 year	9.0	7.3	10.7	12.3
2023/2024	9			
Status	G			

B	< 5 per qtr
G	< 11 per qtr
A	> 10 per qtr
R	> 15 per qtr

Cumulative

Prev 3 year	9.0	16.3	27.0	39.3
2023/2024	9			
Status	G			

What is good
Less is better

Ref	GP.2.02
Owner	Health & Safety
Comparison	Previous three year average
Source	H&S Reporting System

The number of workplace injuries reported across the Service. This includes operational staff, support staff, agency and visitors.

As like the Injury rates, workplace injuries are inline with usual outcomes, both local and national.

GP.2.03 - Near Miss Events Recorded

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	12.3	9.7	7.3	9.3
Quarterly 2023/2024	13			
Quarterly Status	A			
Cumulative				
Cumulative Prev 3 year	12.3	22.0	29.3	38.7
Cumulative 2023/2024	13			
Cumulative Status	A			

B	< 5 per qtr
G	< 11 per qtr
A	> 10 per qtr
R	> 15 per qtr

What is good
Monitor

Ref	GP.2.03
Owner	Health & Safety
Comparison	Previous three year average
Source	H&S Reporting System

Number of near miss events recorded across the Service.
 A near miss is where a safety event (an accident or incident) occurs, but no personal injury, damage or financial loss results.

As a Service we encourage near miss reporting. All reported near misses are investigated according to it's severity and provide us with evidence and actions to help prevent accidents and injuries.
 Of the 13 recorded near misses, 11 were classed as minor or moderate. The two remaining were RIDDOR reported.

GP.2.04 - Vehicle Incidents

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	9.7	8.3	10.0	12.3
Quarterly 2023/2024	20			
Quarterly Status	R			
Cumulative				
Cumulative Prev 3 year	9.7	18.0	28.0	40.3
Cumulative 2023/2024	20			
Cumulative Status	R			

B	< 7 per qtr
G	< 13 per qtr
A	> 12 per qtr
R	> 15 per qtr

What is good
Less is better

Ref	GP.2.04
Owner	Health & Safety
Comparison	Previous three year average
Source	H&S Reporting System

Number of reported vehicle incidents involving BFRS vehicles. These numbers include third party liability and all levels of damage.

Of the 20 vehicle incidents six were operational, 12 were during routine activity and two were during training.
 17 of the reported incidents were classed as minor and three were reported as moderate. Of the three moderate, two were deemed to be due to third party fault.

GP.2.05 - RIDDOR reportable Injuries

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	2.0	0.7	1.0	3.7
Quarterly 2023/2024	3			
Quarterly Status	A			
Cumulative				
Cumulative Prev 3 year	2.0	2.7	3.7	7.3
Cumulative 2023/2024	3			
Cumulative Status	A			

B	
G	< 1 per qtr
A	=> 1 per qtr
R	=> 3 per qtr

What is good
Less is better

Ref	GP.2.05
Owner	Health & Safety
Comparison	Previous three year average
Source	H&S Reporting System

Number of staff who suffered RIDDOR reportable injuries at work. RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable injuries are generally considered to be serious injuries to staff and visitors. The definition of RIDDOR injuries can be found on HSE's website.

The three reported injuries were as follows:
 Musculoskeletal hand injury during a drill/training.
 Heat stress during training exercise.
 Blistering during training exercise.

GP.2.06 - Attacks on Members of Staff

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	0.7	0.3	1.0	1.3
Quarterly 2023/2024	2			
Quarterly Status	A			
Cumulative				
Cumulative Prev 3 year	0.7	1.0	2.0	3.3
Cumulative 2023/2024	2			
Cumulative Status	A			

B	
G	< 1 per qtr
A	=> 1 per qtr
R	=> 3 per qtr

What is good
Less is better

Ref	GP.2.06
Owner	Health & Safety
Comparison	Previous three year average
Source	H&S Reporting System

Number of incidents in which there was a verbal or physical attack on a member of staff. An incident is recorded if the attack was within the employees working hours, or during work related travel. These figures would also include attacks on visitors while on site.

Of the two reported incidents, one was an attack on firefighters during an operational incident. The other reported incident was during a Home Fire Safety Visit which left a member of staff feeling more uncomfortable than threatened. However, BFRS' policy is to include these events within this reporting system.

GP.2.07 - Equipment Damage

		Q1	Q2	Q3	Q4
Quarterly	Prev 3 year	10.7	15.3	9.7	12.7
	2023/2024	20			
	Status	A			
Cumulative	Prev 3 year	10.7	26.0	35.7	48.3
	2023/2024	20			
	Status	A			

B	< 5 per qtr
G	< 15 per qtr
A	> 14 per qtr
R	> 20 per qtr

What is good
Less is better

Ref	GP.2.07	Number of reported incidents where an item of equipment was damaged. This includes everything from office equipment to demountable equipment on operational appliances. Please note, this does not include damage to vehicles or premises.
Owner	Health & Safety	
Comparison	Previous three year average	
Source	H&S Reporting System	

Of the 20 reported incidents of equipment damage, 17 were deemed to be minor and three moderate. 10 were recorded in April, three in May and Seven in June. 13 were recorded during operational incidents. One of the moderate recorded incidents was in relation to breathing apparatus during training. One was in relation to the Jockey wheel on a boat trailer. The final involved gas tight suits (not during an operational incident).

"The advantages of working from home and being an On-Call Firefighter means I can manage my time effectively"



What are On-Call Firefighters?

An On-Call Firefighter is someone employed by a fire and rescue service who is paid to be 'on call' to respond to a range of emergencies and to engage with their community.

They have everyday lives and jobs, until their alerter sounds - then they become professional firefighters.

What's in it for you?

- Great way of meeting new people.
- Retainer fee, plus hourly rate when you attend incidents.
- Learn new skills such as firefighting, wearing breathing apparatus, working at heights.
- Opportunities to achieve qualifications in other transferable skills, such as leadership and management, large goods vehicle driving, first aid, trauma care and health and safety.

bucksfire.gov.uk/on-call-firefighter

MAISONVILLE



Buckinghamshire
FIRE & RESCUE SERVICE

PUBLIC VALUE

PV.1.01 - Forecast - Outturn (£000's)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Target	36,450	36,450	36,450										B Within 0.5%
Forecast	36,450	35,938	35,772										G Within 1.0%
% Difference	0	-1.4%	-1.9%										A Within 2.0%
Status	B	A	A										R > 2% difference

What is good

Closer to Target

Ref	PV.1.01
Owner	Finance
Comparison	Target
Source	BFRS IRS

The financial measure compares the approved revenue budget (target) against the forecast revenue outturn position (forecast). Negative % difference indicates an underspend whereas positive % difference indicating an overspend.

While the current forecast is showing an underspend of nearly 2%, 1% of this is made up of additional interest return on investments projected and extra funding not anticipated. Without taking these two factors into consideration the performance measure would be within 1% of the target. In terms of utilising the underspend during Q1 and Q2 two in-year budget process, which contains a total of 21 growth bids were submitted for officer approval. It is anticipated this will see a reduction in the underspend to in line with the target.

PV.1.02 - Bank Shift Cost (£)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 3 year	105K	95K	99K	104K	114K	114K	130K	120K	101K	59K	77K	82K	B
	2023/2024	105k	101k											G < 0%
	Status	A	A											A > 0%
														R > 10%
Cumulative	Prev 3 year	105K	200K	299K	403K	517K	631K	761K	881K	982K	1041K	1118K	1200K	What is good
	2023/2024	105k	206k											Less is better
	Status	A	A											

Ref	PV.1.02
Owner	Response
Comparison	Previous three year average
Source	BFRS Accounts

The total cost of Bank shifts. Bank shifts are paid to cover shortfall in operational staff or skills at wholetime and day crewed stations.

BFRS is still aiming to reduce its banks shift payments. During the first quarter bank payments were used to ensure those with the needed skills were in place.

It is also worth noting that the figures used are actual and do not take into consideration the following;

- pay-rises over the four year period
- increased payments for certain bank shifts
- a change in demand on bank i.e. drivers and officers in charge, instead of firefighters.

PV.1.03 - Fraud

Annual

	17/18	18/19	19/20	20/21	21/22	22/23
Target	0	0	0	0	0	0
2023/2024	0	0	0	0	0	0
Status	G	G	G	G	G	G

B	
G	0
A	
R	> 0

What is good
Less is better

Ref	PV.1.03
Owner	Finance
Comparison	Target
Source	BFRS Accounts

The number of confirmed cases of fraud.

PV.2.01 - Reportable Data Breaches

Annual		17/18	18/19	19/20	20/21	21/22	22/23	23/24
	Target	0	0	0	0	0	0	0
	2023/2024	0	0	0	0	0	0	0
	Status	G	G	G	G	G	G	G

B	
G	0
A	
R	> 0

What is good
Less is better

Ref	PV.1.03
Owner	Legal & Governance
Comparison	Target
Source	

A data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. A reportable data breach is one that triggers a requirement for notification to the Information Commissioner’s Office (ICO) where a breach is likely to result in a significant risk to an individual to whom the data relates.

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PV.2.02 - FOIs Responded to Within Timescales

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
		-	-	-	-	-	-	-	-	-	-	-	-
	No of FOIs	9	6	7									
		-	-	-	-	-	-	-	-	-	-	-	-
	Target	0	0	0	0	0	0	0	0	0	0	0	0
	Not in time-scales	1	2	0									
	Status	A	R	G									

B	
G	0
A	1
R	> 1

What is good
Lower is better

Ref	PV.2.02
Owner	Legal & Governance
Comparison	Target
Source	Legal & Governance

The number of Freedom of Information (FOI) requests responded to within the statutory timescales.
The FOI Act requires that a response to an FOI request be provided within 20 working days from receipt.

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PV.3.01 - Compliments and Complaints

Compliments

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	-	-	-	-	-	-	-	-	-	-	-	-
2023/2024	0	1	1									
Status	-	-	-	-	-	-	-	-	-	-	-	-

B	0
G	1
A	> 1
R	> 2

Complaints

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	-	-	-	-	-	-	-	-	-	-	-	-
2023/2024	1	2	2									
Status	G	A	A									

What is good
Monitor

Ref	PV.3.01
Owner	Legal & Governance
Comparison	Monitor
Source	

Number of compliments and complaints received each month.
This does not identify if the complaints were upheld.

The two compliments received in Q1 were in relation to Community Engagement, and an incident we attended.
The five complaints were all in relation to different subjects:
Driving
Attendance time
Damage to property
Incident Handling
Community Engagement

PV.3.02 - Social Media - Engagement (000's)

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	23.5	3.1	3.6	39.1	12.3	4.7	2.9	3.7	11.7	10.5	15.0	34.8
2023/2024	14.1	13.1	19.6									
Status	R	B	B									

B	> 10%
G	Within 10%
A	< 10%
R	< 20%

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	25.5	26.7	30.3	69.4	81.7	86.3	89.2	92.9	104.6	115.1	130.2	165.0
2023/2024	14.1	27.2	46.8									
Status	R	G	B									

What is good
Higher is better

Ref	PV.3.02
Owner	MarComms
Comparison	Previous year
Source	Social Media Platforms

Total number of unique engagements with our social media content across Facebook, Instagram, Twitter and LinkedIn.

PV.3.03 - Website Visits (000's)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	13.7	12.5	15.7										B > 10%	
	2023/2024	13.2	13.4	17.6										G Within 10%	
	Status	G	G	B										A < 10%	
															R < 20%
Cumulative	Prev 5 year	13.7	26.1	41.9											
	2023/2024	13.2	26.5	44.2											
	Status	G	G	G											

What is good
Monitor

Ref	PV.3.03
Owner	MarComms
Comparison	Monitor
Source	Google Analytics

Our website is our biggest public communication and engagement channel. Website traffic is monitored for user analyse. Currently, we monitor this superficially due to capacity and conflicting priorities. However it enables us to react, when required, yielding valuable insights to help identify audience, improve the customer experience and website performance.

The number of visits to the BFRS website were comparable with recent years.

PV.4.01 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	B > 99%
	2023/2024	97.2%	97.6%	98%									G > 95%
	Status	G	G	G									A > 90%
Cumulative	Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	R < 90%
	2023/2024	97.2%	97.4%	97.6%									What is good
	Status	G	G	G									Higher is better

Ref	PV.4.01	The percentage of ICT Helpdesk tickets responded to within Service Level Agreement. These tickets include items such as account unlocks, password resets, CCTV retrieval and accommodating the business needs in relation to starters, leavers and transfers. The ICT team can expect to receive up to 1000 tickets per month.
Owner	ICT	
Comparison	Target	
Source	Vivantio	

Service desk responses continue to fall inline with it's Service Level Agreement.

PV.4.02 - Network Uptime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	?	?	?									B
	2023/2024	?	?	?									G
	Status	?	?	?									A
Cumulative	Target	?	?	?									R
	2023/2024	?	?	?									What is good
	Status	?	?	?									Higher is better

Ref	PV.4.02	Network uptime is a measure of how well the computer network—whether a local area network (LAN) or a wide-area network (WAN)—can respond to the connectivity and performance demands placed on it. This information is monitored and managed by Buckinghamshire Council
Owner	ICT	
Comparison	Target	
Source	Buckinghamshire Council	

BFRS are waiting on Buckinghamshire Council to provide SLAs and performance reporting.

PV.5.01 - Internal Audits

	Feb-21	Jun-21	Oct-21	Feb-22	Jun-22	Sep-22	Feb-23	Jun-23					B < 5%
	-	-	-	-	-	-	-	-	-	-	-	-	G 5% - 9.9%
2023/2024	19	23	22	21	22	29	12	13					A 10% - 20%
Status	-	-	-	-	-	-	-	-	-	-	-	-	R > 20%
Target	10%	10%	10%	10%	10%	10%	10%	10%					What is good
2023/2024	14%	7%	29%	19%	22%	30%	13%	14%					Less is better
Status	A	G	R	A	R	R	A	A					

Ref	PV.5.01	Number of overdue audits actions following internal audits. This is then compared with the total number of actions.
Owner	PMO	
Comparison	Target	
Source	Audit Providers - (BC)	

Commentary: Internal audit actions are presented to members via the Overview and Audit Committee.

Action: Review all outstanding audit actions with owners and confirm completion timescales with PMO by End of Q2

PV.5.02 - Projects

	Q1	Q2	Q3	Q4	B 0 off track
	-	-	-	-	G < 3 off track
2023/2024	15				A < 5 off track 10%
	-	-	-	-	R > 4 off track
Target	<3	<3	<3	<3	What is good
2023/2024	0				Less is better
Status	B				

Ref	PV.5.02	The number of projects the service has in progress, and the number of those deemed to be 'at project status red' (off track - not recoverable). This excludes projects in relation to property.
Owner	PMO	
Comparison	Target	
Source	PMO	

Commentary: We continue to track projects with monthly updates to the Business Transformation board. Tracking projects centrally allows us to review any capacity issues due to competing priorities

Action: To ensure progress is made on all PMO audit actions and complete those due or overdue by End of Q2

PV.6.01 - Carbon Emissions—Tonnes of CO2

	2022/2023	2023/2024	2024/2025	2025/2026
Target	-	-	-	-
Tonnes	978			
Status	?			

B	
G	
A	
R	

What is good
Less is better

Ref	PV.6.01
Owner	Finance & Property
Comparison	Target
Source	

Scope 1 and 2 carbon emissions (comprising gas, electricity and diesel). This will be an annual measure due to the seasonal nature of consumption, and even then a particularly mild or cold winter or high or low number of incidents could have a large impact on the figures.

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PV.6.02 - Printing

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	-	-	-	-	-	-	-	-	-	29.4k	45.3k	41.8k
2023/2024	32.8k	42.8k	41.8k									
Status	-	-	-	-	-	-	-	-	-	-	-	-

B	< 10%
G	< 5%
A	> 0%
R	> 5%

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	-	-	-	-	-	-	-	-	-	-	-	-
2023/2024	33k	75k	117k									
Status	-	-	-	-	-	-	-	-	-	-	-	-

What is good
Less is better

Ref	PV.6.02
Owner	Finance
Comparison	Previous year
Source	ICT & 3rd Party Printers

The number of printed sheets of paper (sides), per month, both internally and by 3rd party suppliers. Historical information for this measure was not available. With this in mind, most of 2023/2024 will be used to collect benchmark information for 2024/2025.

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