KEY PERFORMANCE MEASURES - 2023-2024
QUARTER 2 (JUL - SEP)

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	?

PI.1.01 - Number of Accidental Dwelling Fires (ADF) PUBLIC IMPACT—IN THE HOME

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	23	26	23	19	22	24	24	24	27	25	24	19
2023/2024	28	25	23	18	13	15						
Status	R	G	G	G	B	B						

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

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	23	49	72	91	112	136	161	184	212	237	261	280
2023/2024	28	53	76	94	107	122						
Status	R	G	G	G	G	B						

What is good
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 lowest number of ADFs attended during Q1 & Q2 since incident reporting changed in 2009.

It is also pleasing to see that the number of dwelling fires listed with the cause as unknow was also at an all time low (PI.1.05).

As a result of fewer ADF's the number of serious ADFs and injuries recorded at ADFs have also seen lower numbers.

The Service continues to prioritise it's prevention activities in the home, with the aim of reducing the number of ADFs even further.

PI.2.08 - Fire Safety Audits

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	20	20	20	20	20	20	83	83	83	83	83	83
2023/2024	33	15	28	24	17	30						
Status	B	G	G	G	A	B						

	B	> 29 Per month
	G	> 19 Per month
	A	< 20 Per month
	R	< 11 Per month

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	20	40	60	80	100	120	203	286	369	452	535	618
2023/2024	33	48	76	100	117	147						
Status	B	G	G	G	G	G						

Monthly / Cumulative

What is good
More is better

Ref	PI.2.08
Owner	Protection
Comparison	Target
Source	PRMS

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.

The target number of audits identified for the period 2023/24 was achieved during quarter two. However, the service acknowledge the HMICFRS feedback in respect of protection, both in relation to the requirements to have a clearly identified risk based inspection programme and the need to make more effective use of our protection staff.

The new Protection strategy provides the framework for planned activity, with a key focus on high risk targeting. The revised risk based inspection programme (undertaken during Q3) has identified an audit schedule for very high and high risk premises types, which will require a significant increase in planned audit activity. A new in year target of 1000 planned audits will be introduced from Q3. This a stretched target and it is likely that it will take some time to adjust ways of working and re-balance ways of working, so less time is apportioned to demand led interventions.

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)	B	B	9
PI.1.02	Number of serious ADFs	G	B	9
PI.1.03	ADFs - Fire related fatalities	G	G	10
PI.1.04	ADFs—Fire related serious injuries	G	G	10
PI.1.05	Dwelling fires - Cause not known	B	B	11
PI.1.06	Dwelling fires - Deliberate	B	A	11
PI.1.07	False Alarms in the home	R	R	12
PI.1.08	Home Fire Safety Visits	G	G	12
PI.1.09	Home Fire Safety Visits - Vulnerable	B	B	13

IN THE WORKPLACE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PI.2.01	Non-domestic property fires - Accidental	B	B	14
PI.2.02	Non-domestic property fires - Deliberate	G	G	14
PI.2.03	Non-domestic property fires - Not Known	G	G	15
PI.2.04	Non-domestic property fires - Serious	B	B	15
PI.2.05	Non-domestic property fires - Fire related fatalities	G	G	16
PI.2.06	Non-domestic property fires - Fire related injuries - Serious	G	G	16
PI.2.07	Non-domestic property fires - False Alarms	G	G	17
PI.2.08	Fire Safety Audits	B	G	17
PI.2.09	Prison Fires	R	R	18

TRAVEL

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PI.3.01	Road Traffic collisions (RTCs) - Attended	G	G	19
PI.3.02	RTC Fatalities	G	A	19
PI.3.03	RTC Injuries - Serious	A	G	20
PI.3.04	RTC Injuries - Slight	R	R	20

COMMUNITIES

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PI.4.01	Deliberate Secondary Fires (to other's property)	B	B	21
PI.4.02	Deliberate Primary Fires (to other's property)	G	G	21

RESPONSE

INCIDENTS

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
R.1.01	Total incidents (exc co-responders)	G	B	23
R.1.02	Co-responder incidents	B	B	23
R.1.03	Effecting Entry incidents	G	R	24
R.1.04	Average attendance time to all incidents (exc co-responder)	R	A	24
R.1.05	Average attendance time to accidental dwelling fires	B	G	25

RESPONSE MODEL

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
R.2.01	Availability - Wholetime Appliances	A	R	26
R.2.02	Availability - On-call Appliances	R	R	26
R.2.03	Response Model - Wholetime Appliances	G	G	27
R.2.04	Response Model - On-call Appliances	R	R	27
R.2.05	Over The Border Mobilisations into BFRS	G	G	28
R.2.06	Over The Border Mobilisations out of BFRS	B	B	28

OPS RESILIENCE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
R.3.01	Maintenance of Competencies	-	B	29
R.3.02	Hydrant Availability	?	?	29
R.3.03	High Risk Site Information	G	G	30

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	33
GP.1.02	Actual vs Establishment - On-Call	R	R	33
GP.1.03	Actual vs Establishment - Support	A	A	34
GP.1.04	Staff Turnover	A	A	34
GP.1.05	Absence	A	B	35
GP.1.06	Employee Assistance Programme	-	-	35
GP.1.07	Employee Engagement	-	R	36
GP.1.08	Appraisal & Objectives Completion	R	R	36
GP.1.09	Mandatory E-Learning Completed	G	A	37
GP.1.10	Grievance & Disciplines	G	G	37

HEALTH & SAFETY

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
GP.2.01	Injury Rate	B	-	38
GP.2.02	Workplace Injuries	G	G	38
GP.2.03	Near Miss Events Recorded	G	G	39
GP.2.04	Vehicle Incidents	R	R	39
GP.2.05	RIDDOR Reportable Injuries	G	A	40
GP.2.06	Attacks on members of staff	A	A	40
GP.2.07	Equipment damage	A	A	41

PUBLIC VALUE

FINANCE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.1.01	Forecast - Outturn	G	-	43
PV.1.02	Bank Cost	G	G	43
PV.1.03	Fraud	-	G	44

COMPLIANCE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.2.01	Data Breaches	-	G	45
PV.2.02	FOIs responded to within timescales	G	-	45

ENGAGEMENT

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.3.01	Compliments & Complaints	-	B	46
PV.3.02	Social Media Engagements	B	B	46
PV.3.03	Website Engagements	B	G	47

ICT

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.4.01	Service Desk Response	G	G	48
PV.4.02	Network Uptime	?	?	48

PROJECTS

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.5.01	Internal Audits	-	A	49
PV.5.02	Projects	-	B	49

ENVIRONMENT

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
PV.6.01	Carbon Emissions	-	-	50
PV.6.02	Printing	-	-	50

PUBLIC IMPACT

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	23	26	23	19	22	24	24	24	27	25	24	19
2023/2024	**28**	**25**	**23**	**18**	**13**	**15**						
Status	R	G	G	G	B	B						

(Monthly)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	23	49	72	91	112	136	161	184	212	237	261	280
2023/2024	**28**	**53**	**76**	**94**	**107**	**122**						
Status	R	G	G	G	G	B						

(Cumulative)

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

What is good
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 lowest number of ADFs attended during Q1 & Q2 since incident reporting changed in 2009.

It is also pleasing to see that the number of dwelling fires listed with the cause as unknow was also at an all time low (PI.1.05).

For more information, please see the highlighted measure section of the report.

PI.1.02 - Number of Serious ADFs

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	8.2	7	7.8	6.8	6.6	7.8	7.8	8	8.4	8.2	7	8.6
2023/2024	**11**	**6**	**5**	**4**	**2**	**7**						
Status	R	G	B	B	B	G						

(Monthly)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	8.2	15.2	23	29.8	36.4	44.2	52	60	68.4	76.6	83.6	92.2
2023/2024	**11**	**17**	**22**	**26**	**28**	**35**						
Status	R	G	G	G	B	B						

(Cumulative)

B	<20%
G	Within 20%
A	>20%
R	>30%

What is good
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.

Of the 35 serious ADFs:

23 were limited to the room of origin.

8 were limited to the floor of origin

3 involved more than one floor (this may include roof space)

1 resulted in whole building being damaged by fire.

The average attendance time to the incidents listed above was 8:23 (eight minutes and 23 seconds

PI.1.03 - ADF Fire-Related Fatalities

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	0	0	0.4	0	0.2	0	0.4	0	0	0.2	0	0.2
	2023/2024	**0**	**0**	**0**	**0**	**0**	**0**						
	Status	G	G	G	G	G	G						

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	0	0	0.4	0.4	0.6	0.6	1	1	1	1.2	1.2	1.4
	2023/2024	**0**	**0**	**0**	**0**	**0**	**0**						
	Status	G	G	G	G	G	G						

B	
G	0
A	> 0 a year
R	> 3 a year

What is good
Less is better

Ref	PI.1.03
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

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.

PI.1.04 - ADF Fire Related Serious Injuries

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	0	0	0.2	0.4	0.6	0	0	0	0.6	0.8	0	0.4
	2023/2024	**1**	**0**	**0**	**0**	**0**	**0**						
	Status	A	G	G	G	G	G						

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	0	0	0.2	0.6	1.2	1.2	1.2	1.2	1.8	2.6	2.6	3
	2023/2024	**1**	**1**	**1**	**1**	**1**	**1**						
	Status	G	G	G	G	G	G						

B	
G	< 3 a year
A	> 2 a year
R	> 4 a year

What is good
Less is better

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

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.

No serious fire related injuries were recorded at ADFs during Q2.

PI.1.05 - Dwelling Fires - Cause Not Known

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	1.8	1.6	1.6	0.8	0.6	2.4	1.4	1	1	1.2	0.6	2
2023/2024	1	1	0	1	2	0						
Status	G	G	B	G	G	B						

(Monthly)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	1.8	3.4	5	5.8	6.4	8.8	10.2	11.2	12.2	13.4	14	16
2023/2024	1	2	2	3	5	5						
Status	G	G	B	B	G	B						

(Cumulative)

B	< 1 per month
G	1-2 per month
A	> 2 per month
R	> 3 per month

What is good

Less is better

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.

As mentioned, the number dwelling fires listed with an unknow cause during Q1 and Q2 is at its lowest since incident data was changed in 2009.

The service continues to support it's officers in establishing a motive/cause of fire at properties.

PI.1.06 - Deliberate Dwelling Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2023/2024	2	6	4	3	2	1						
Status	G	R	A	A	G	B						

(Monthly)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2023/2024	2	8	12	15	17	18						
Status	G	A	A	A	A	A						

(Cumulative)

B	< 2 per month
G	2 per month
A	> 2 per month
R	> 4 per month

What is good

Less is better

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.

PI.1.07 - False Alarms in the Home

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	91	103	95	116	122	114	120	100	100	89	85	81
2023/2024	95	100	116	139	123	148						
Status	G	G	R	R	G	R						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	91	193	289	405	527	641	761	861	961	1050	1135	1216
2023/2024	95	195	311	450	573	721						
Status	G	G	A	R	A	R						

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

What is good

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.

In contrast to accidental dwelling fires, false alarms in the home has seen its highest number across Q1 and Q2 since incident data changed in 2009. At the time of incident, crews take the opportunity to educate, engage and where appropriate, provide or replace appropriate equipment, such as smoke detectors.

These interactions prevent callouts to the same address.

	2023/2024	23-24 %
Apparatus - Contaminants	42	5.8%
Apparatus - External Factors	12	1.7%
Apparatus - Human	238	33.0%
Apparatus - Faulty	128	17.8%
Apparatus - Other (incorrect positioning/unsuitable)	26	3.6%
Apparatus - unknown	118	16.4%
Good Intent - Fire	110	15.3%
Good Intent - Special Service	31	4.3%
Malicious	16	2.2%

PI.1.08 - Home Fire Safety Visits

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	400	400	400	400	400	400	400	400	400	400	400	400
2023/2024	340	342	457	436	583	408						
Status	R	R	B	G	B	G						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	400	800	1200	1600	2000	2400	2800	3200	3600	4000	4400	4800
2023/2024	340	682	1139	1575	2158	2566						
Status	R	R	G	G	G	G						

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

What is good

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.

HFSVs were particularly high in August where operational crews were provided with lists of referrals to be contacted as part of a drive to address an administrative backlog.

The reduced number of HFSVs completed in September reflects the impact of targeted work by operational crews being suspended to free capacity for the administration teams to book appointments to resolve the referral backlog. The number of HFSVs actually booked was impacted by staff capacity and the conversion rate from referral to appointment being reduced due to the time from referral receipt to first contact.

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%	70%
	2023/2024	90%	99%	92%	88%	93%	90%						
	Status	B	B	B	B	B	B						
Cumulative	Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
	2023/2024	90%	95%	94%	93%	92%	92%						
	Status	B	B	B	B	B	B						

B	> 80%
G	> 70%
A	> 59%
R	< 60%

What is good
Higher is better

Ref	PI.1.09
Owner	Prevention
Comparison	Against Target
Source	BFRS PRMS

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.

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

Due to work commenced in Quarter 2 to address a referral backlog, the proportion of HFSVs linked to referrals to targeted HFSVs shifted which had a negative impact on the proportion of recipients who met the vulnerability threshold. This particularly impacted September (& October not yet shown) where targeted HFSVs were placed on hold to release capacity for the referral backlog to be booked into operational calendars.

PI.2.01 - Non-domestic Property Fires - Accidental

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	10	12.8	11.2	13.2	9	9.4	12.2	10.2	9	11.6	8.2	9.8
2023/2024	14	8	8	10	11	5						
Status	R	B	B	B	R	B						

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

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	10	22.8	34	47.2	56.2	65.6	77.8	88	97	108.6	116.6	126.4
2023/2024	14	22	30	40	51	56						
Status	R	G	B	B	G	B						

What is good

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.

Like ADFs, accidental non-domestic property fires were at their lowest during Q1 & Q2.

Like ADFs, the number of non-domestic property fires with a cause listed as not known was also at an all time low (PI.2.03).

PI.2.02 - Non-domestic Property Fires - Deliberate

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	1.8	1.8	1.6	3	2.8	2	2.4	0.6	2.2	2	1.8	3.2
2023/2024	2	1	5	1	2	1						
Status	G	G	R	G	G	G						

	B	< 1 per month
	G	< 3 per month
	A	> 2 per month
	R	> 4 per month

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	1.8	3.6	5.2	8.2	11	13	15.4	16	18.2	20.2	22	25.2
2023/2024	2	3	8	9	11	12						
Status	G	G	G	G	G	G						

What is good

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.

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

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	2	1.2	1.2	2	2	1.6	1	0.6	0	0.8	0.4	1.2
2023/2024	**0**	**1**	**1**	**3**	**0**	**1**						
Status	B	G	G	A	B	G						

	B	< 1 per month
	G	1-2 per month
	A	> 2 per month
	R	> 4 per month

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	1.8	3.6	5.2	8.2	11	13	15.4	16	18.2	20.2	22	25.2
2023/2024	**0**	**1**	**2**	**5**	**5**	**6**						
Status	B	B	B	G	G	G						

What is good

Less is better

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

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2023/2024	**7**	**3**	**10**	**10**	**5**	**4**						
Status	B	B	R	B	B	B						

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

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2023/2024	**7**	**10**	**20**	**30**	**35**	**39**						
Status	B	B	B	B	B	B						

What is good

Less is better

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.

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

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	0	0	0	0	0	0	0	0	0	0	0	0
2023/2024	0	0	0	0	0	0						
Status	G	G	G	G	G	G						

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	0	0	0	0	0	0	0	0	0	0	0	0
2023/2024	0	0	0	0	0	0						
Status	G	G	G	G	G	G						

B	
G	0 per year
A	
R	> 0 per year

What is good
Less is better

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

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	0	0.2	0	0.2	0	0	0	0	0	0	0	0
2023/2024	1	0	0	0	0	0						
Status	A	G	G	G	G	G						

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	0	0.2	0.2	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
2023/2024	1	1	1	1	1	1						
Status	G	G	G	G	G	G						

B	
G	< 2 per year
A	> 1 per year
R	> 2 per year

What is good
Less is better

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

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	112	125	120	143	136	151	157	142	144	134	116	118
2023/2024	**119**	**114**	**132**	**138**	**164**	**157**						
Status	G	G	A	G	R	G						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	112	237	357	500	636	787	944	1086	1230	1364	1480	1598
2023/2024	**119**	**233**	**365**	**503**	**667**	**824**						
Status	G	G	G	G	G	G						

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

What is good
Less is better

Ref	PI.2.07
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

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.

The increase in False Alarms in non-domestic properties during August doesn't appear to be related to any specific property type. Residential homes did see an increase from an average of 14 incidents to 27 incidents. However, these were spread out over 23 properties and were also spread across the month.

PI.2.08 - Fire Safety Audits

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	20	20	20	20	20	20	83	83	83	83	83	83
2023/2024	**33**	**15**	**28**	**24**	**17**	**30**						
Status	B	G	G	G	A	B						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	20	40	60	80	100	120	203	286	369	452	535	618
2023/2024	**33**	**48**	**76**	**100**	**117**	**147**						
Status	B	G	G	G	G	G						

B	> 29 Per month
G	> 19 Per month
A	< 20 Per month
R	< 11 Per month

What is good
More is better

Ref	PI.2.08
Owner	Protection
Comparison	Target
Source	PRMS

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.

The target number of audits identified for the period 2023/24 was achieved during quarter two. However, the service acknowledge the HMICFRS feedback in respect of protection, both in relation to the requirements to have a clearly identified risk based inspection programme and the need to make more effective use of our protection staff.

The new Protection strategy provides the framework for planned activity, with a key focus on high risk targeting. The revised risk based inspection programme (undertaken during Q3) has identified an audit schedule for very high and high risk premise types, which will require a significant increase in planned audit activity. A new in year target of 1000 planned audits will be introduced from Q3. This a stretched target and it is likely that it will take some time to adjust ways of working and re-balance ways of working, so less time is apportioned to demand led interventions.

PI.2.09 - Prison Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	4	5	3	9	10	1	1	10	6	6	9	4
2023/2024	**3**	**6**	**10**	**14**	**18**	**23**						
Status	B	A	R	R	R	R						

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	4	9	12	21	31	32	33	43	49	55	64	68
2023/2024	**3**	**9**	**19**	**33**	**51**	**74**						
Status	B	G	R	R	R	R						

Cumulative

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

What is good
Less is better

Ref	PI.2.09
Owner	Response
Comparison	Previous year
Source	BFRS IRS

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.

The majority of the above incidents continue to be associated with the same location, HMP Woodhill.

Over this quarter, prevention and engagement activity has been undertaken with this site, however, incidents have continued to increase. A review is now underway, including levels of response.

PUBLIC IMPACT—TRAVEL

PI.3.01 - Number of RTCs attended

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly Prev 5 year	35	38.8	45.8	44.8	44.6	48	50.2	56	48.6	49.8	38.6	35.6		B	< 10%
2023/2024	38	52	54	41	45	44								G	Within 10%
Status	G	R	A	G	G	G								A	> 10%
														R	> 20%
Cumulative Prev 5 year	35	73.8	119.6	164.4	209	257	307.2	363.2	411.8	461.6	500.2	535.8			What is good
2023/2024	38	90	144	185	230	274									
Status	G	R	R	A	A	G									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.

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	3	1	0	0	1								G	1 per month
Status	R	R	G	B	B	G								A	> 1 per month
														R	> 2 per month
Cumulative Prev 5 year	1	2	3	4	6	7	7	8	9	10	10	11			What is good
2023/2024	3	6	7	7	7	8									
Status	R	R	R	A	A	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.

PI.3.03 - RTC Injuries - Serious

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2023/2024	6	17	8	4	7	6						
Status	G	R	B	B	B	A						

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	6	14	25	30	39	44	50	59	63	71	77	83
2023/2024	6	23	31	35	42	48						
Status	G	R	R	A	G	G						

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

What is good

Less is better

Ref	PI.3.03
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Total number of serious injuries recorded at RTCs.

In general, 'serious injury' can be defined as: at least an overnight stay in hospital as an in-patient.

It is worth noting that these numbers only reflect where BFRS were requested and attended.

PI.3.04 - RTCs Injuries - Slight

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2023/2024	13	25	17	24	29	27						
Status	G	R	B	R	R	R						

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	14	32	53	72	91	112	131	154	171	193	212	226
2023/2024	13	38	55	79	108	135						
Status	G	A	G	A	A	R						

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

What is good

Less is better

Ref	PI.3.04
Owner	Response
Comparison	Previous five year average
Source	BFRS IRS

Total number of slight injuries recorded at RTCs in BFRS grounds.

In general, 'slight injury' can be defined as: at attending hospital as an outpatient.

It is worth noting that these numbers only reflect where BFRS were requested and attended.

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

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	41	37.6	38.8	56.6	57	40.8	22	19.2	13.2	13.6	19	22.4
2023/2024	18	35	52	26	38	13						
Status	B	G	R	B	B	B						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	41	79	117	174	231	272	294	313	326	340	359	381
2023/2024	18	53	105	131	169	182						
Status	B	B	B	B	B	B						

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

What is good
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)

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	13.2	14.2	16.0	20.6	19.0	16.0	12.8	10.4	9.0	10.2	9.2	13.0
2023/2024	10	14	19	23	17	15						
Status	B	G	A	A	B	G						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	13.2	27.4	43.4	64.0	83.0	99.0	111.8	122.2	131.2	141.4	150.6	163.6
2023/2024	10	24	43	66	83	98						
Status	B	B	G	G	G	G						

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

What is good
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 non-derelict property such as buildings, vehicle or (some) outdoor structures.
Prison Fires have been excluded from these numbers.

RESPONSE

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	573	602	604	742	710	638	599	568	566	528	490	503
2023/2024	526	592	678	609	656	647						
Status	B	G	R	B	B	G						

(Monthly)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	573	1175	1779	2521	3231	3869	4468	5036	5602	6129	6619	7122
2023/2024	526	1118	1796	2405	3061	3708						
Status	B	B	G	B	B	B						

(Cumulative)

B	< 2.51%
G	Within 2.5%
A	> 2.51%
R	> 10%

What is good
Monitor

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

Total number of incidents attended within Buckinghamshire and Milton Keynes (excluding co-responder incidents).

R.1.02 - Co-Responder Incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	54	52	55	66	66	67	57	65	76	60	57	58
2023/2024	29	50	60	49	50	43						
Status	B	B	A	B	B	B						

(Monthly)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	54	105	160	226	292	360	417	482	558	618	675	733
2023/2024	29	79	139	188	238	281						
Status	B	B	B	B	B	B						

(Cumulative)

B	< 2.51%
G	Within 2.5%
A	> 2.51%
R	> 10%

What is good
Monitor

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

Total number of co-responder incidents attended within Buckinghamshire and Milton Keynes

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	20	22	18						
Status	R	R	A	R	A	G						

	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	93	115	133						
Status	R	R	R	R	R	R						

Monthly / *Cumulative*

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.

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	09:31	08:44	08:33	09:26						
Status	A	A	A	G	B	R						

	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	09:02	08:57	08:52	08:58						
Status	A	A	A	A	G	A						

Monthly / *Cumulative*

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.

Looking at September's attendance times, there were seven incidents that took over 29 minutes to attend. The longest attendance time took 52minutes and 25 seconds. This incident was a request by TVP for specific equipment to support with entry into a crime scene. The second longest was call challenged based on flooding and was attended by an officer after the caller was advised that this would be a long response time. The remaining incidents all related to being unable to initially locate the incident based on the callers details, or unable to locate any incident. These are usually RTCs.
It is also worth noting that September saw pockets of flooding, which can lead to numerous calls in a single station ground.

R.1.05 - Average Attendance Time to ADFs

Monthly	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**	**07:40**	**07:50**	**07:14**						
Status	R	R	G	B	B	B						

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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**	**08:15**	**08:12**	**08:05**						
Status	R	R	R	A	A	G						

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.

R.2.01 - Availability - Wholetime

Monthly

	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%
2023/2024	92%	90.9%	88.2%	94.3%	95.1%	97.4%						
Status	R	R	R	R	R	A						

Cumulative

	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%
2023/2024	92.0%	91.5%	90.4%	91.4%	92.1%	93.0%						
Status	R	R	R	R	R	R						

B	99% - 99.9%
G	98% - 98.9%
A	96% - 97.9%
R	<96%

What is good
Higher is better

Ref	R.2.01
Owner	Response
Comparison	Target
Source	TVFC Vision

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.
Reasons for an appliance being "off the run" include, crew/skill deficient, vehicle defects and decontamination.

Availability continues to improve inline with firefighter numbers.
The continuing challenge is ensuring the skillsets are available and maintained to ensure maximum wholetime appliance availability.

R.2.02 - Availability On-Call

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
2023/2024	9.7%	7.1%	7.6%	9.0%	6.8%	7.6%						
Status	R	R	R	R	R	R						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
2023/2024	9.7%	8.4%	8.1%	8.3%	8.0%	8.0%						
Status	R	R	R	R	R	R						

B	>55%
G	>29%
A	> 16%
R	< 17%

What is good
Higher is better

Ref	R.2.02
Owner	Response
Comparison	Target
Source	TVFC Vision

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.
Reasons for an appliance being "off the run" include, crew deficient, vehicle defects and decontamination.

On-call recruitment continues alongside the CRMP Resource Review.
The latest campaign has resulted in 14 new on-call recruits that are currently awaiting training.
A large challenge to keeping on-call appliances on the run is the need for certain skills such as driving and incident command.
In-line with CRMP recommendations, any future recruitment campaigns will be targeted as appropriate.

R.2.03 - Wholetime - Response Model

Day

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	11	11	11	11	11	11	11	11	11	11	11	11
2023/2024	10.8	10.7	10.5	11.2	11.0	11.3						
Status	A	A	A	G	G	G						

Night

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	11	11	11	11	11	11	11	11	11	11	11	11
2023/2024	11.4	11.3	10.9	11.7	11.5	11.7						
Status	G	G	A	G	G	G						

B	
G	> 11
A	> 10
R	< 10

What is good
Higher is better

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.

R.2.04 - On-Call - Response Model

Day

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	3	3	3	3	3	3	3	3	3	3	3	3
2023/2024	0.7	0.5	0.6	0.8	0.7	0.6	0.3					
Status	R	R	R	R	R	R	R					

Night

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	3	3	3	3	3	3	3	3	3	3	3	3
2023/2024	1.1	0.7	1.0	0.9	0.4	0.5	0.7					
Status	R	R	R	R	R	R	R					

B	> 5
G	> 3
A	< 3
R	< 2

What is good
Higher is better

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.

R.2.05 - OTB Mobilisations into BFRS Grounds

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	118	132	134	226	189	144	143	125	131	110	94	103
2023/2024	166	137	206	160	164	158						
Status	R	G	R	B	B	G						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	118	251	384	610	799	943	1086	1212	1342	1453	1547	1649
2023/2024	166	303	509	669	833	991						
Status	R	R	R	G	G	G						

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

What is good
Less is better

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

Number of mobilisations of appliance from Over The Border (OTB) into BFRS grounds

R.2.06 - OTB Mobilisations out of BFRS Grounds

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	45	50	47	69	65	42	51	33	50	39	31	33
2023/2024	41	49	43	53	47	47						
Status	G	G	G	B	B	B						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	45	94	141	210	275	317	368	401	541	490	521	554
2023/2024	41	90	133	186	233	250						
Status	G	G	G	B	B	B						

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

What is good
Within range is better

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

Number of mobilisations of appliance from BFRS into Over The Border (OTB) grounds.

R.3.01 - Maintenance of Competencies

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Target	24%	48%	72%	96%
2023/2024	**38%**	**59%**		
Status	**B**	**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

Progress against maintenance of competencies completed by wholetime firefighters and junior officers.

R.3.02 - Hydrant Availability

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	500	500	500	500	500	500	500	500	500	500	500	500
	2023/2024												
	Status												
Cumulative	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.

R.3.03 - High Risk Site Information

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Level 4 Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
2023/2024	81%	89%	89%	89%	89%	88%						
Status	A	G	G	G	G	G						
Level 3 Prev 5 year	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
2023/2024	73%	73%	74%	73%	73%	74%						
Status	G	G	G	G	G	G						

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

What is good
Higher is better

Ref	R.3.03
Owner	Response
Comparison	Target
Source	BFRS SSRI

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.

A GREAT PLACE TO WORK

GP.1.01 - Actual vs Establishment - Wholetime

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	300	300	300	300	300	300	300	300	300	300	300	300
2023/2024	288	288	285	292	293	298						
Status	G	G	G	G	G	G						

YTD Average

	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%
2023/2024	96%	96%	96%	96%	96%	97%						
Status	G	G	G	G	G	G						

B	>100%
G	> 94.9%
A	< 95%
R	< 90%

What is good

Higher is better

Ref	GP.1.01
Owner	HR
Comparison	Target
Source	iTrent

Total number of people in Wholetime roles v's budgeted establishment

GP.1.02 - Actual vs Establishment - On-Call

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	96	96	96	96	96	96	96	96	96	96	96	96
2023/2024	65.8	65.4	61.4	60.4	61.3	59.9						
Status	R	R	R	R	R	R						

YTD Average

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
2023/2024	68.5%	68.4%	66.9%	65.9%	65.5%	65.0%						
Status	R	R	R	R	R	R						

B	> 95%
G	> 89.9%
A	< 90%
R	< 85%

What is good

Higher is better

Ref	GP.1.02
Owner	HR
Comparison	Target
Source	iTrent

Total number of people in On-Call roles v's budgeted establishment (FTE).

GP.1.03 - Actual vs Establishment - Support

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Target	133	133	133	133	133	133	133	133	133	133	133	133
	2023/2024	126	126	125	123	127	125						
	Status	A	A	A	A	G	A						

YTD Average		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%
	2023/2024	94.7%	94.7%	94.5%	94.0%	94.3%	94.2%						
	Status	A	A	A	A	A	A						

B	>100%
G	> 94.9%
A	< 95%
R	< 90%

What is good
Higher is better

Ref	GP.1.03
Owner	HR
Comparison	Target
Source	iTrent

Total number of people in Support roles v's budgeted establishment.

All but one vacancy is currently being recruited for, one of which is proving more challenging than others.
The one vacancy that is not currently being recruited for is due to a job/role evaluation.

GP.1.04 - Staff Turnover

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%
	2023/2024	0.6%	3%	1.5%	0.2%	0.8%	1%						
	Status	G	R	A	G	G	A						

YTD Average		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%
	2023/2024	0.6%	1.8%	1.7%	1.3%	1.2%	1.2%						
	Status	G	A	A	A	A	A						

B	
G	< 1%
A	< 2%
R	> 1.9%

What is good
Less is better

Ref	GP.1.04
Owner	HR
Comparison	Target
Source	iTrent

Percentage of employees who leave the Service, expressed as a percentage of the total workforce.

GP.1.05 - Absence

Wholetime		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Target	226	226	226	226	226	226	226	226	226	226	226	226
	2023/2024	75.5	147	147.5	187.5	141.5	237.5						
	Status	B	B	B	B	B	A						

Support		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Target	103	103	103	103	103	103	103	103	103	103	103	103
	2023/2024	81.2	81.4	71	23	70	49						
	Status	B	B	B	B	B	B						

B	< 20%
G	< 0%
A	> 0%
R	> 10%

What is good

Less is better

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 - Employee Assistance Programme

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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
	2023/2024	11	23	42									
	Status	G	G	A									

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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
	2023/2024	11	34	76									
	Status	G	G	A									

B	
G	Within 50%
A	> 50% difference
R	

What is good

Monitor

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.

Awaiting figures from 3rd party

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.

Culture Survey supplier tender specification written, and procurement process started. Supplier evaluation to take place in October with the contract awarded shortly after.

The Employee engagement group continues to look at other activities including a review of the People Awards that took place in June.

GP.1.08 - Appraisal & Objectives Completion

Appraisals

	Q1	Q2	Q3	Q4
Target	75%	95%	95%	95%
2023/2024	**58%**	**63%**		
Status	A	R		

Objectives

	Q1	Q2	Q3	Q4
Target	75%	95%	95%	95%
2023/2024	**47%**	**66%**		
Status	R	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 anyone 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 to facilitate an appraisal discussion.

During the month of November, SMT are supporting the OD Team with a drive for all outstanding appraisals to be completed. Regular appraisals are essential to improving staff engagement and providing clear direction and expectation in the form of objectives . They are also an opportunity for all employees to discuss career development, and this is why appraisal completion is one of our key organisational performance measures. Reports sent will be up to date as of Monday 30 October and will then be run again on the 1 December to see that all outstanding appraisals have been completed.

We continue to engage with employees to break down the barriers to completion and to educate on the appraisal process and its benefits to employees and the organisation.

GP.1.09 - Mandatory E-Learning Completed

	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%	38%	43%	52%						
Status	G	G	G	G	G	G						

(Wholetime)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	10%	20%	30%	40%	50%	60%	70%	80%	90%			
2023/2024	12%	23%	30%	37%	43%	45%						
Status	G	G	G	G	G	A						

(Support)

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

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.

Mandatory E-Learning packages are required to be completed by all staff on an annual basis. Subjects include but are not limited to; Health & Safety, Equality Diversity & Inclusion and Data Protection. These mandatory packages do not include the Operational requirements for Maintenance of Competence, which is reportedly on separately. All managers within the organisation have access to a manager progress report within the Hub of Education and Training (HEAT) system, which details their direct reports and which packages have not been completed. To provide more emphasis on the need for completing these, the Organisational Development Team will start providing managers with quarterly reports to allow them to take the necessary action.

GP.1.10 - Grievance & Disciplines

	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	4	1	0						
Status	G	G	G	R	G	G						

(Grievances)

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

(Disciplines)

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

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	12.0		
Status	G	B		

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	6		
Status	G	G		

Cumulative

	Q1	Q2	Q3	Q4
Prev 3 year	9.0	16.3	27.0	39.3
2023/2024	9	15		
Status	G	G		

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

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.

Of the six workplace injuries, three were minor and three were moderate.
The moderate injuries were recorded at the following:
One during an incident (while moving heavy goods). One during driver training and the last was recorded at a fire investigation (involving a sharp object).
At the time of writing this report, the investigations were still ongoing, with actions yet to be agreed.

GP.2.03 - Near Miss Events Recorded

Quarterly	Q1	Q2	Q3	Q4
Prev 3 year	12.3	9.7	7.3	9.3
2023/2024	**13**	**8**		
Status	**A**	**G**		

Cumulative	Q1	Q2	Q3	Q4
Prev 3 year	12.3	22.0	29.3	38.7
2023/2024	**13**	**21**		
Status	**A**	**G**		

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.

Five near miss events were recorded as minor, the remaining three were recorded as moderate.

The moderate near misses were recorded as*****

GP.2.04 - Vehicle Incidents

Quarterly	Q1	Q2	Q3	Q4
Prev 3 year	9.7	8.3	10.0	12.3
2023/2024	**20**	**15**		
Status	**R**	**R**		

Cumulative	Q1	Q2	Q3	Q4
Prev 3 year	9.7	18.0	28.0	40.3
2023/2024	**20**	**35**		
Status	**R**	**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.

9 minor, 5 moderate & 1 Major
The one major involved an overturned water tanker while training on public roads. A list of actions have been identified following a thorough investigation.
The five moderate incidents included, one vehicle failure (warning lights) during training. One was a collision in which a member of the public's car collided with back of the appliance (RTC). One involved an HGV clipping an out-rig light on a trailer light bar. One involved a jockey wheel that detached from its housing during transport. The final incident involved a trailer bar dropping and causing damage to other equipment.

GP.2.05 - RIDDOR reportable Injuries

	Q1	Q2	Q3	Q4
Prev 3 year	2.0	0.7	1.0	3.7
2023/2024	**3**	**0**		
Status	A	G		
Prev 3 year	2.0	2.7	3.7	7.3
2023/2024	**3**	**3**		
Status	A	A		

(Quarterly / Cumulative)

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.

GP.2.06 - Attacks on Members of Staff

	Q1	Q2	Q3	Q4
Prev 3 year	0.7	0.3	1.0	1.3
2023/2024	**2**	**1**		
Status	A	A		
Prev 3 year	0.7	1.0	2.0	3.3
2023/2024	**2**	**3**		
Status	A	A		

(Quarterly / Cumulative)

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.

Verbal abuse during phone call in relation to fire safety

GP.2.07 - Equipment Damage

	Q1	Q2	Q3	Q4
Prev 3 year	10.7	15.3	9.7	12.7
2023/2024	**20**	**16**		
Status	**A**	**A**		

| Quarterly (left label) | | | | |

	Q1	Q2	Q3	Q4
Prev 3 year	10.7	26.0	35.7	48.3
2023/2024	**20**	**36**		
Status	**A**	**A**		

(left label: Cumulative)

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
Owner	Health & Safety
Comparison	Previous three year average
Source	H&S Reporting System

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.

14 minor, 2 moderate
One moderate was recorded at a drill in which cabling for the BA board was damaged from the heat.
The second also involved a charging cable for a BA board, in which parts of the housing cable were found to have broken off.
These were not at the same location.

"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

SCANIA

Emergency one

BE PART OF THE ACTION

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	36,450	36,450	36,450						
Forecast	36,450	35,938	35,772	35,749	36,109	36,131						
% Difference	0	-1.4%	-1.9%	-1.9%	-0.9%	-0.9%						
Status	B	A	A	A	G	G						

B	Within 0.5%
G	Within 1.0%
A	Within 2.0%
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.

PV.1.02 - Bank Shift Cost (£)

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 3 year	105K	95K	99K	104K	114K	114K	130K	120K	101K	59K	77K	82K
2023/2024	105k	101k	92K	90K	113K	89K						
Status	A	A	G	G	G	G						

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 3 year	105K	200K	299K	403K	517K	631K	761K	881K	982K	1041K	1118K	1200K
2023/2024	105k	206k	298K	388K	502K	591K						
Status	A	A	G	G	G	G						

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

What is good
Less is better

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.

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.

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	10	10	5						
		-	-	-	-	-	-	-	-	-	-	-	-
	Target	0	0	0	0	0	0	0	0	0	0	0	0
	Not in time-scales	1	2	0	1	1	0						
	Status	A	R	G	A	A	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.

The FOI in July was 4 days late and the Requestor required a list of invoices that were not paid within 30 days for the last 6 financial years which would feed into the Regulation 113 Notice you are required to publish each year as part of your obligations under The Public Contracts Regulations 2015.

The FOI in August was 1 day late, the Requestor required The Fire Safety (England) Regulations 2022, came into force on 23 January 2023. Since its implementation, how many up-to-date electronic building plans and information on the design and materials of external walls have you received in relation to high rise buildings in your jurisdiction? How many up-to-date electronic building plans and information on the design and materials of the external wall did you receive in relation to high rise buildings in your jurisdiction in 2022?

PV.3.01 - Compliments and Complaints

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

Complaints	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	-	-	-	-	-	-	-	-	-	-	-	-
2023/2024	**1**	**2**	**2**	**2**	**0**	**0**						
Status	G	A	A	A	B	B						

B	0
G	1
A	> 1
R	> 2

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.

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**	**13.5**	**19.9**	**16.0**	**18.9**	**16.7**						
Status	R	B	B	R	B	B						

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**	**27.6**	**47.5**	**63.6**	**82.5**	**99.2**						
Status	R	G	B	G	G	B						

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

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)

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	13.7	12.5	15.7	21.2	16.8	14.5						
2023/2024	13.2	13.4	17.6	14.5	15.9	16.6						
Status	G	G	B	R	G	B						

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	13.7	26.1	41.9	63.1	79.9	94.4						
2023/2024	13.2	26.5	44.2	58.7	74.6	91.2						
Status	G	G	G	G	G	G						

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

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.

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%	95%
	2023/2024	97.2%	97.6%	98%	98%	99.2%	97.7%						
	Status	G	G	G	G	B	G						
Cumulative	Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
	2023/2024	97.2%	97.4%	97.6%	97.7%	98%	98%						
	Status	G	G	G	G	G	G						

B	> 99%
G	> 95%
A	> 90%
R	< 90%

What is good
Higher is better

Ref	PV.4.01
Owner	ICT
Comparison	Target
Source	Vivantio

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.

PV.4.02 - Network Uptime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	?	?	?	?	?	?						
	2023/2024	?	?	?	?	?	?						
	Status	?	?	?	?	?	?						
Cumulative	Target	?	?	?	?	?	?						
	2023/2024	?	?	?	?	?	?						
	Status	?	?	?	?	?	?						

B	
G	
A	
R	

What is good
Higher is better

Ref	PV.4.02
Owner	ICT
Comparison	Target
Source	Buckinghamshire Council

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 manged by Buckinghamshire Council

Buckinghamshire Council have investigated the network uptime reporting issue and this will be in place and reported on in Q3.

PV.5.01 - Internal Audits

Number

	Feb-21	Jun-21	Oct-21	Feb-22	Jun-22	Sep-22	Feb-23	Jun-23				
	-	-	-	-	-	-	-	-	-	-	-	-
2023/2024	19	23	22	21	22	29	12	13				
Status	-	-	-	-	-	-	-	-	-	-	-	-

Percentage

Target	10%	10%	10%	10%	10%	10%	10%	10%				
2023/2024	14%	7%	29%	19%	22%	30%	13%	14%				
Status	A	G	R	A	R	R	A	A				

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

What is good

Less is better

Ref	PV.5.01
Owner	PMO
Comparison	Target
Source	Audit Providers - (BC)

Number of overdue audits actions following internal audits.
This is then compared with the total number of actions.

PV.5.02 - Projects

In Progress

	Q1	Q2	Q3	Q4
	-	-	-	-
2023/2024	15	13		
	-	-	-	-

Off Track

Target	<3	<3	<3	<3
2023/2024	0	0		
Status	B	B		

B	0 off track
G	< 3 off track
A	< 5 off track 10%
R	> 4 off track

What is good

Less is better

Ref	PV.5.02
Owner	PMO
Comparison	Target
Source	PMO

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.

2 projects have moved to complete, evaluations will now be completed.

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.

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	-	-	-	-	-	-	-	-	-			

Cumulative

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

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

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.

awaiting 3rd party figures