



Buckinghamshire & Milton Keynes Fire Authority

Meeting and date: Fire Authority, 14 June 23

Report title: Performance Management – Q4 2022/23

Lead Member: Councillor Simon Rouse

Report sponsor: Mick Osborne, Deputy Chief Fire Officer/Chief Operating Officer

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Action: Noting

Recommendation: It is recommended that the Performance Management – Q4 2022/23 be noted.

Executive summary:

This report details the suite of 75 performance measures split across 4 quadrants:

- 1) Public Impact
- 2) Response
- 3) Great Place to Work
- 4) Public Value

This report comprises of the Service performance against these measures for Q4 2022/23, see Appendix 1, containing the following:

- 1) Summary page – detailing key measures we wish to highlight
- 2) Performance Measures Overview – each quadrant on one page
- 3) Performance Measures Details – shows actual performance alongside relevant trend information and where needed commentary.

At the end of Q4(YTD), 59 measures reported with a Blue, Green, Amber or Red status and 11 are for information.

BRAG	Number		Total	%
	Target	Monitor		
B	9	1	10	14
G	22	3	24	36
A	12	3	15	21
R	16	4	20	29

There are 5 measures that are work in progress and will be developed ready for 2023/2024.

Financial implications: A detailed understanding of the Service’s performance allows informed decision making in relation to future resource allocation. The balance of measures also allows an understanding of the Service’s financial performance and enables a view to be formed of its overall value for money compared with others.

Risk management: Performance and risk information is designed and presented to assist the Authority in the strategic decision-making through understanding the communities we serve and associated risk profiles. Performance management information is a major contributor to service improvement and to the effective prioritisation of resources.

Legal implications: There are no legal implications arising directly from this report.

Privacy and security implications: There are no Privacy and Security implications arising from this paper.

Duty to collaborate: There are no opportunities to collaborate directly from this report.

Health and safety implications: There are no specific Health, Safety and Wellbeing implications arising from this paper. Performance reports on Health, Safety and Wellbeing is subject to separate scrutiny and performance reporting.

Environmental implications: There are no environmental implications arising directly from this report. Performance measures will be developed during the year to provide reassurance that the Service is making progress against its recently approved Environment and Climate action plan.

Equality, diversity, and inclusion implications: There are no specific Equality, diversity and inclusion implications arising from this paper. Performance reports on Equality, diversity and inclusion are subject to separate performance reporting.

Consultation and communication: We aim to provide performance information incorporating stakeholder contributions. The report will be circulated throughout the organisation for information and awareness.

Board	Date	Outcome
Performance Monitoring Board	27 April 2023	Approved to go to SMB
Strategic Management Board	16 May 2023	Approved to go to Fire Authority

Next steps -

- The performance measures will be reported quarterly
- Indicators and targets will be reviewed annually

Background papers:

Executive Committee, 22 March 2023: Performance Management – Q3 2022/23

<https://bucksfire.gov.uk/documents/2023/03/executive-committee-22-march-2023-item-8-performance-management-q3-2022-23.pdf/>

Fire Authority, 7 December 2022: Performance Management – Q2 2022/23

<https://bucksfire.gov.uk/documents/2022/11/item-14-fire-authority-meeting-7-december-2022-performance-management-q2-2022-23.pdf/>

Special Meeting of the Executive Committee, 7 October 2022: Performance Management – Q1 2022/23

[\(Public Pack\)Agenda Document for BMKFA Executive Committee, 14/09/2022 10:00 \(bucksfire.gov.uk\)](#)

Overview and Audit Committee, 10 November 2021: 2020-21 Annual Performance Monitoring2020/2021 Performance Report

<https://bucksfire.gov.uk/documents/2021/10/oa-item-14-17-10-21.pdf/>

Appendix	Title	Protective Marking
1	BFRS Key Performance Measures – Summary	N/A
2	BFRS Key Performance Measures – Detail	N/A

BFRS - KEY PERFORMANCE MEASURES 2022-2023



Buckinghamshire
FIRE & RESCUE SERVICE
we save lives

Introduction

This Key Performance Measures report has been designed as a rounded and balanced picture of how the Service is performing at a local level.

Due to the regular frequency of this report being produced, most indicators used within each measures represent change within the Service and does not always represent good or bad performance. For example, Accidental Dwelling Fires could increase, yet still have the fewest number within the country (relative). This level of detail will be covered in annual reports and ad-hoc reports when requested, as most national data is published annually.

It is worth noting, the report contains many types of targets and methods of comparison. Some targets are aspirational, some are there to ensure minimum standards are met and others are there to identify exceptions within trends, allowing us to identify possible needs for change/reaction.

	Monthly / Quarterly	Cumulative
Better than expected	B	B
As expected (within trend/target)	G	G
Worse than expected	A	A
Considerably worse than expected	R	R
For monitoring purposes	B	B
For monitoring purposes	G	G
For monitoring purposes	A	A
For monitoring purposes	R	R
For monitoring purposes	-	-
No reporting for this pattern i.e not monthly	-	-
Data not available to staff when published	!	!
Work in progress / info not received in time	?	?

Reporting Month: **April**

Reporting Quarter: **Q4**

Last Updated: 17th May **2023**

Q3 Highlighted Measures - Review

Great Place to Work: Actual vs Establishment - Wholetime

Q1	A
Q2	R
Q3	R
Q4	G

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

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

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

Q4 Highlighted Measure - New

Public Impact: Fire & Wellness visits

Q1	R
Q2	R
Q3	R
Q4	B

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

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

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

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

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

Public Impact

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

NOTES:

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

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

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

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

Response

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

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

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

NOTES:

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

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

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

Great Place to Work

People	GP.1.01	Actual vs Establishment - Wholetime	G	A
	GP.1.02	Actual vs Establishment - On-Call	R	R
	GP.1.03	Actual vs Establishment - Support	A	A
	GP.1.04	% Staff turnover	A	A
	GP.1.05	% Absence	?	?
	GP.1.06	Welfare & Support	G	G
	GP.1.07	Employee engagement	-	R
	GP.1.08	Appraisal completion	-	R
	GP.1.09	Mandatory E-Learning completed	-	A
	GP.1.10	Grievance and disciplines processed	R	-

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

NOTES:

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

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

Public Value

Finance	PV.1.01	Net Expenditure	-	B
	PV.1.02	Firefighter cost to public	-	B
	PV.1.03	Firefighter cost % to Service cost	-	G
	PV.1.04	Bank Costs	R	R
	PV.1.05	Fraud	-	G
	PV.1.06	Capital Investments	-	A

Compliance	PV.2.01	Data breaches	-	G
	PV.2.02	Subject Access Requests	-	G
	PV.2.03	FOIs	-	G
	PV.2.04	Compliance with Standing orders	-	G

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

PMO	PV.5.01	Internal Audits	-	A
	PV.5.02	Projects in progress	-	G
	PV.5.03	Projects off track	-	G

ICT	PV.4.01	Service Desk	G	G
	PV.4.02	Network uptime	?	?

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

NOTES:
No commentary provided.

PUBLIC IMPACT

IN THE HOME

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	24	29	25	18	23	23	25	25	29	27	28	19
2022	19	23	22	21	22	29	22	22	23	18	24	18
Status	B	B	B	R	G	R	B	B	B	B	B	G
Cumulative												
Prev 5 year	24	53	77	96	119	142	167	192	221	248	276	295
2022	19	42	64	85	107	136	158	180	203	221	245	263
Status	B	B	B	B	G	G	G	G	G	B	B	B

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

What is good
Less is better

Description	Number of dwelling fires where the cause of the fire was recorded as accidental
Owner	Response
Data source	BFRS IRS

Pattern	Monthly
Comparison	Previous five year average
Reference	PI.1.01

PI.1.02 - Number of Serious ADFs

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	8.0	8.8	7.8	6.4	7.2	6.6	7.4	8.2	8.0	9.2	8.2	8.0
2022	6	4	10	9	7	17	6	9	7	5	7	8
Status	B	B	R	R	G	R	G	G	G	B	G	G
Cumulative												
Prev 5 year	8	17	25	31	38	45	52	60	68	78	86	94
2022	6	10	20	29	36	53	59	68	75	80	87	95
Status	B	B	G	G	G	G	G	G	G	G	G	G

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

What is good
Less is better

Description	Accidental dwelling fires where the fire spread from the item that first ignited
Owner	Response
Data source	BFRS IRS

Pattern	Monthly
Comparison	Previous five year average
Reference	PI.1.02

PI.1.03 - ADFs - Fire Related Fatalities

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	0.4	0.2	0.4	0	0	0	0.4	0	0	0.2	0	0.2
2022	0	0	0	0	1	0	0	2	0	0	0	0
Status	G	G	G	G	A	G	G	A	G	G	G	G
Cumulative												
Prev 5 year	0.4	0.6	1.0	1.0	1.0	1.0	1.4	1.4	1.4	1.6	1.6	1.8
2022	0	0	0	0	1	1	1	3	3	3	3	3
Status	G	G	G	G	A	A	A	A	A	A	A	A

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

What is good
Less is better

Description	Number of fire related fatalities recorded at accidental dwelling fires
Owner	Response
Data source	BFRS IRS

Pattern	Monthly
Comparison	Actual (low numbers)
Reference	PI.1.03

PUBLIC IMPACT

IN THE HOME

PI.1.04 - ADFs - Serious Fire Related Injuries

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	0.0	0.0	0.4	0.2	0.6	0.2	0	0	0.6	0.6	0	0.2
2022	0	0	0	1	0	0	0	0	1	1	0	1
Status	G	G	G	A	G	G	G	G	A	A	G	A
Cumulative												
Prev 5 year	0.0	0.0	0.4	0.6	1.2	1.4	1.4	1.4	2	2.6	2.6	2.8
2022	0	0	0	1	1	1	1	1	2	3	3	4
Status	G	G	G	G	G	G	G	G	G	A	A	A

B	
G	<3 a year
A	>2 a year
R	>4 a year
What is good	
Less is better	

Description	Number of serious fire related injuries recorded at accidental dwelling fires
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Actual (low numbers)
Reference	PI.1.04

PI.1.05 - False alarms in the home

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	88	98	96	112	120	110	118	103	94.4	81.6	88	82.4
2022	100	100	99	114	117	123	117	92	142	118	94	87
Status	R	G	G	G	G	R	G	B	R	R	A	A
Cumulative												
Prev 5 year	88	186	282	394	514	624	741	844	938	1020	1108	1190
2022	100	200	299	413	530	653	770	862	1004	1122	1216	1303
Status	R	A	A	G	G	G	G	G	A	A	A	A

B	<5%
G	Within 5%
A	>5%
R	>10%
What is good	
Less is better	

Description	Incidents attended in the home, that were recorded as a false alarm
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.1.05

PI.1.06 - Deliberate dwelling fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	2.2	0.6	1.4	3.0	2.0	0.4	2	1.6	1.2	1.4	1.4	0.8
2022	1	1	1	1	1	0	6	3	0	0	1	1
Status	B	B	B	B	B	B	R	A	B	B	B	B
Cumulative												
Prev 5 year	2.2	2.8	4.2	7.2	9.2	9.6	11.6	13.2	14.4	15.8	17.2	18.0
2022	1	2	3	4	5	5	11	14	14	14	15	16
Status	B	B	B	B	B	B	B	B	B	B	B	B

B	<2 per month
G	2 per month
A	>2 per month
R	>4 per month
What is good	
Less is better	

Description	Dwelling fires (primary) started deliberately by someone other than owner/occupant
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Actual number of incidents
Reference	PI.1.06

PUBLIC IMPACT

IN THE HOME

PI.1.07 - Deliberate Secondary Fires (to own property)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	52.4	39.6	46.2	57.0	44.4	36.6	25.6	40.2	18.6	22.8	23.0	33.2
2022	26	19	17	57	68	31	25	16	13	19	19	7
Status	B	B	B	G	R	B	G	B	B	B	B	B
Cumulative												
Prev 5 year	52	92	138	195	240	276	302	342	361	383	406	440
2022	26	45	62	119	187	218	243	259	272	291	310	317
Status	B	B	B	B	B	B	B	B	B	B	B	B

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

What is good
Less is better

Description	Secondary fires attended where the fire was started by the owner deliberately
Owner	Response
Data source	BFRS IRS

Pattern	Monthly
Comparison	Previous five year average
Reference	PI.1.07

PI.1.08 - Dwelling fires - Cause Not known

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	2.0	1.6	1.0	0.8	0.4	2.4	1	1	1	1.2	1	1.6
2022	0	1	2	1	1	2	4	0	1	1	0	2
Status	B	G	G	G	G	G	R	G	G	G	B	G
Cumulative												
Prev 5 year	2.0	3.6	4.6	5.4	5.8	8.2	9.2	10.2	11.2	12.4	13.4	15.0
2022	0	1	3	4	5	7	11	11	12	13	13	15
Status	B	B	G	G	G	G	G	G	G	G	G	G

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

What is good
Less is better

Description	Number of dwelling fires where the cause was recorded as not known
Owner	Response
Data source	BFRS IRS

Pattern	Monthly
Comparison	Actual (low numbers)
Reference	PI.1.08

PI.1.09 - Fire & Wellness Visits

	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
2022	119	119	88	129	166	165	164	139	192	317	340	465
Status	R	R	R	R	R	R	R	R	R	G	B	B
Cumulative												
Target	300	600	900	1200	1500	1800	2100	2400	2700	3000	3300	3600
2022	119	238	326	455	621	786	950	1089	1281	1598	1938	2403
Status	R	R	R	R	R	R	R	R	R	R	R	R

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

What is good
More is better

Description	Number of fire & wellness visits completed successfully
Owner	Prevention
Data source	PRMS

Pattern	Monthly
Comparison	Aspirational Target
Reference	PI.1.09

PUBLIC IMPACT

IN THE HOME

PI.1.10 - Fire & Wellness 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%
2022	87%	96%	93%	95%	100%	96%	99%	99%	86%	93%	95%	97%
Monthly Status	B	B	B	B	B	B	B	B	B	B	B	B
Cumulative Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
2022	87%	92%	92%	93%	95%	95%	96%	96%	95%	94%	94%	95%
Cumulative Status	B	B	B	B	B	B	B	B	B	B	B	B

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

What is good
Higher is better

Description	% of successful fire & wellness visits that involved a vulnerable person
Owner	Prevention
Data source	PRMS

Pattern	Monthly
Comparison	Target
Reference	PI.1.10

PI.2.01 - Non-domestic Fires - Primary

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	18.0	17.8	17.2	17.2	16.2	15.2	18	14.4	13.2	16	11.6	15.4
2022	16	24	14	38	23	9	17	21	19	20	24	15
Status	B	R	B	R	R	B	G	R	R	R	R	G
Cumulative												
Prev 5 year	18	36	53	70	86	102	120	134	147	163	175	190
2022	16	40	54	92	115	124	141	162	181	201	225	240
Status	B	A	G	R	R	R	R	R	R	R	R	R

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

What is good
Less is better

Description	Number of primary fires recorded at non-domestic properties
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.2.01

PI.2.02 - Non-domestic Fires - Primary - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	10.6	8.2	8.0	9	8.2	6.2	6.8	6.8	6.6	5.4	5.2	6.4
2022	6	9	7	23	12	6	5	4	10	8	13	7
Status	B	G	B	R	R	G	B	B	R	R	R	G
Cumulative												
Prev 5 year	10.6	18.8	26.8	35.8	44.0	50.2	57.0	63.8	70.4	75.8	81.0	87.4
2022	6	15	22	45	57	63	68	72	82	90	103	110
Status	B	B	B	R	R	R	A	A	A	A	R	R

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

What is good
Less is better

Description	Primary fires recorded at non-domestic properties which spread from item of origin
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.2.02

PI.2.03 - Non-domestic 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	0
2022	0	0	0	0	0	0	0	0	0	0	0	0
Status	G	G	G	G	G	G	G	G	G	G	G	G
Cumulative												
Prev 5 year	0	0	0	0	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0	0	0	0	0
Status	G	G	G	G	G	G	G	G	G	G	G	G

B	
G	0
A	
R	>0

What is good
Less is better

Description	Fire related fatalities recorded at non-domestic property fires
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Actual (low numbers)
Reference	PI.2.03

PUBLIC IMPACT

AT WORK

PI.2.04 - Non-domestic Fires - Fire related injuries - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	0.0	0.2	0.0	0.2	0.0	0.0	0.2	0.0	0.0	0.2	0.0	0.0
2022	0	0	0	0	0	0	0	0	0	0	0	0
Status	G	G	G	G	G	G	G	G	G	G	G	G
Cumulative												
Prev 5 year	0.0	0.2	0.2	0.4	0.4	0.4	0.6	0.6	0.6	0.8	0.8	0.8
2022	0	0	0	0	0	0	0	0	0	0	0	0
Status	G	G	G	G	G	G	G	G	G	G	G	G

B	
G	0
A	1
R	>1

What is good	
Less is better	

Description	Serious fire related injuries recorded at non-domestic property fires
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Actual - Low numbers
Reference	PI.2.04

PI.2.05 - Non-domestic Primary Fires - Deliberate

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	3.0	2.8	2.8	4	3.8	2	3.8	1.6	3.6	2.8	2.2	3
2022	6	6	5	12	13	4	5	8	4	6	7	3
Status	R	R	R	R	R	R	R	R	A	R	R	G
Cumulative												
Prev 5 year	3.0	5.8	8.6	12.6	16.4	18.4	22.2	23.8	27.4	30.2	32.4	35.4
2022	6	12	17	29	42	46	51	59	63	69	76	79
Status	R	R	R	R	R	R	R	R	R	R	R	R

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

What is good	
Less is better	

Description	Non domestic building fires started deliberately by someone other than owner/occupant
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.2.05

PI.2.06 - Non-domestic Fires - Primary Fire - Not known

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	1.4	1.2	1.8	1	0.6	1.8	1	0.4	0	1	0.6	1.2
2022	3	1	0	5	2	1	1	1	0	0	0	2
Status	A	G	G	R	G	G	G	G	G	G	G	G
Cumulative												
Prev 5 year	1.4	2.6	4.4	5.4	6.0	7.8	8.8	9.2	9.2	10.2	10.8	12.0
2022	3	4	4	9	11	12	13	14	14	14	14	16
Status	A	G	G	G	G	G	G	G	G	G	G	G

B	
G	<3 per month
A	3 per month
R	>3 per month

What is good	
Less is better	

Description	Non domestic building fires where the cause recorded as not known
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Actual - Low numbers
Reference	PI.2.06

PUBLIC IMPACT

AT WORK

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	128	125	149	142	152	155	147	137	138	121	117
2022	111	125	113	133	136	140	146	114	163	140	101	149
Status	G	G	G	B	G	G	G	B	A	G	B	R
Cumulative												
Prev 5 year	111.6	240	365	513	655	807	962	1109	1245	1383	1504	1621
2022	111	236	349	482	618	758	904	1018	1181	1321	1422	1571
Status	G	G	G	G	G	G	G	G	G	G	G	G

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

What is good
Less is better

Description	Incidents recorded as a false alarm at non-domestic properties
Owner	Response
Data source	BFRS IRS

Pattern	Monthly
Comparison	Previous five year average
Reference	PI.2.07

PI.2.08 - Fire safety audits completed

	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
2022	10	32	27	29	23	32	19	28	23	27	13	13
Status	R	B	G	G	G	B	A	G	G	G	A	A
Cumulative												
Target	20	40	60	80	100	120	140	160	180	200	220	240
2022	10	42	69	98	121	153	172	200	223	250	263	276
Status	R	G	G	G	G	G	G	G	G	G	G	G

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

What is good
Higher is better

Description	No of Fire Safety Audits completed
Owner	Protection
Data source	PRMS

Pattern	Monthly
Comparison	Target
Reference	PI.2.08

PUBLIC IMPACT

TRAVEL

PI.3.01 - Road Traffic Collisions (RTC)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	37.6	44.2	48.0	45.4	44.6	46.6	50	51.6	48.6	46.2	39.4	41.2
2022	34	34	41	52	48	55	48	64	59	60	34	28
Status	G	B	B	A	G	A	G	R	R	R	B	B
Cumulative												
Prev 5 year	38	82	130	175	220	266	316	368	417	463	502	543
2022	34	68	109	161	209	264	312	376	435	495	529	557
Status	G	B	B	G	G	G	G	G	G	G	G	G

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

What is good
Less is better

Description	Number of Road Traffic Collisions attended
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.3.01

PI.3.02 - RTC Fatalities

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	1.6	1.6	1.2	0.2	4.2	0.6	0.6	0.8	1	1.2	0.6	0.4
2022	1	0	0	0	1	1	2	2	0	2	0	0
Status	G	B	B	B	G	G	A	A	B	A	B	B
Cumulative												
Prev 5 year	1.6	3.2	4.4	4.6	8.8	9.4	10.0	10.8	11.8	13.0	13.6	14.0
2022	1	1	1	1	2	3	5	7	7	9	9	9
Status	G	B	B	B	B	B	B	B	B	B	B	B

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

What is good
Less is better

Description	Number of fatalities recorded at RTCs attended within Buckinghamshire & Milton Keynes
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Actual (low numbers)
Reference	PI.3.02

PI.3.03 - RTC Injuries - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	5.6	8.4	9.2	4	7.4	5.4	7	9.2	3.2	9.2	6.8	4.8
2022	6	10	12	11	13	6	6	5	8	8	5	5
Status	G	A	R	R	R	A	B	B	R	B	B	G
Cumulative												
Prev 5 year	5.6	14.0	23.2	27.2	34.6	40.0	47.0	56.2	59.4	68.6	75.4	80.2
2022	6	16	28	39	52	58	64	69	77	85	90	95
Status	G	A	R	R	R	R	R	R	R	R	A	A

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

What is good
Less is better

Description	Number of serious injuries recorded at Road Traffic Collisions
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.3.03

PUBLIC IMPACT

TRAVEL

PI.3.04 - RTC Injuries - Slight

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	19.0	26.0	22.8	23.4	22	20.8	22.6	23.6	18.6	20.4	20	15.4
2022	9	11	12	17	14	21	8	21	14	27	11	15
Status	B	B	B	B	B	G	B	B	B	R	B	G
Cumulative												
Prev 5 year	19	45	68	91	113	134	157	180	199	219	239	255
2022	9	20	32	49	63	84	92	113	127	154	165	180
Status	B	B	B	B	B	B	B	B	B	B	B	B

B	<10%
G	Within 10%
A	>10%
R	>20%
What is good	
Less is better	

Description	Number of slight injuries recorded at Road Traffic Collisions
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.3.04

PUBLIC IMPACT

IN THE COMMUNITY

PI.3.05 - Deliberate Secondary Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	43.6	36.4	42.0	49.6	45	41.6	25.2	20.6	13.8	14.2	17	21.6
2022	39	41	36	82	96	27	33	19	15	13	28	19
Status	B	A	B	R	R	B	R	G	G	G	R	B
Cumulative												
Prev 5 year	44	80	122	172	217	258	283	304	318	332	349	371
2022	39	80	116	198	294	321	354	373	388	401	429	448
Status	B	G	G	A	R	R	R	R	R	R	R	R

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

What is good
Less is better

Description	Number of secondary fires that were deliberately started by somebody that wasn't the owner
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.3.05

PI.3.06 - Deliberate Primary Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	16.4	14.2	19.6	20	17	16.6	15.2	10.4	12.2	11.4	9.6	12.8
2022	16	21	15	31	42	12	16	21	7	10	14	11
Status	G	R	B	R	R	B	G	R	B	B	R	B
Cumulative												
Prev 5 year	16	31	50	70	87	104	119	129	142	153	163	175
2022	16	37	52	83	125	137	153	174	181	191	205	216
Status	G	R	G	A	R	R	R	R	R	R	R	R

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

What is good
Less is better

Description	Number of primary fires that were deliberately started by somebody that wasn't the owner
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	PI.3.06

RESPONSE

INCIDENTS

R.1.01 - Total number of incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	581	599	621	695	657	627	590	577	542	512	498	529
2022	568	599	568	864	880	626	623	546	703	604	486	501
Status	G	G	B	R	R	G	A	B	R	R	G	B
Cumulative												
Prev 5 year	581	1180	1801	2496	3153	3780	4370	4947	5488	6000	6499	7028
2022	568	1167	1735	2599	3479	4105	4728	5274	5977	6581	7067	7568
Status	G	G	B	A	R	A	A	A	A	A	A	A

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

Description	Total number of incidents attended within Bucks and MK (excluding co-res)
Owner	Response
Data source	BFRS IRS

What is good
For monitoring only

Pattern	Monthly
Comparison	Previous five year average
Reference	R.1.01

R.1.02 - Co-Responder Incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	53.6	55.0	53.4	64.6	62.4	73.8	58	61.8	76.2	70	59.6	60.2
2022	67	63	66	61	64	35	56	43	42	25	29	45
Status	A	G	A	G	G	B	G	B	B	B	B	B
Cumulative												
Prev 5 year	53.6	108.6	162.0	226.6	289.0	362.8	420.8	482.6	558.8	628.8	688.4	748.6
2022	67	130	196	257	321	356	412	455	497	522	551	596
Status	A	G	A	G	G	G	G	G	G	G	G	B

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

Description	Number of co-responder incidents attended by BFRS staff in MK and Bucks
Owner	Response
Data source	BFRS IRS

What is good
For monitoring only

Pattern	Monthly
Comparison	Previous five year average
Reference	R.1.02

R.1.03 - Effecting Entry/exit incidents attended

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	15.6	15.4	13.4	14.8	16.0	14.4	16.4	16.8	22.8	15.2	22.2	19.8
2022	18	24	19	8	19	24	24	25	26	26	25	25
Status	R	R	R	B	R	R	R	R	R	R	R	R
Cumulative												
Prev 5 year	16	31	44	59	75	90	106	123	146	161	183	203
2022	18	42	61	69	88	112	136	161	187	213	238	263
Status	R	R	R	R	R	R	R	R	R	R	R	R

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

Description	Number of effecting entry/exit incidents attended
Owner	Response
Data source	BFRS IRS

What is good
For monitoring only

Pattern	Monthly
Comparison	Previous five year average
Reference	R.1.03

RESPONSE

INCIDENTS

R.01.04 - Average attendance time to all incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Prev 5 year	08:20	08:22	09:04	08:33	08:32	08:33	08:36	08:36	08:33	08:20	08:15	08:31
Monthly 2022	08:40	08:33	08:47	09:47	09:39	09:13	09:02	09:05	09:18	08:37	08:34	09:04
Monthly Status	A	G	B	R	R	R	A	A	R	R	R	R
Cumulative Prev 5 year	08:20	08:22	08:36	08:36	08:35	08:35	08:35	08:35	08:35	08:34	08:32	08:32
Cumulative 2022	08:40	08:36	08:39	09:02	09:11	09:12	09:10	09:10	09:11	09:08	09:05	09:05
Cumulative Status	A	A	G	R	R	R	R	R	R	R	R	R

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

Description	Average attendance time to incidents attended (excluding co-res)
Owner	Response
Data source	BFRS IRS

What is good	
Quicker is better	

Pattern	Monthly
Comparison	Previous five year average
Reference	R.1.04

R.01.05 - Average attendance time to Accidental Dwelling Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Prev 5 year	07:33	07:52	07:55	08:11	07:45	07:46	08:26	08:24	07:36	08:39	08:00	08:09
Monthly 2022	09:51	07:49	07:09	09:16	09:13	10:14	08:34	07:53	07:26	07:09	07:44	07:31
Monthly Status	R	G	B	R	R	R	G	B	G	B	B	B
Cumulative Prev 5 year	07:33	07:43	07:47	07:52	07:50	07:49	07:55	07:59	07:56	08:00	08:00	08:01
Cumulative 2022	09:51	08:44	08:11	08:27	08:37	08:58	08:54	08:43	08:35	08:30	08:26	08:22
Cumulative Status	R	R	A	R	R	R	R	R	R	R	R	R

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

Description	Average attendance time to Accidental Dwelling Fires
Owner	Response
Data source	BFRS IRS

What is good	
Quicker is better	

Pattern	Monthly
Comparison	Previous five year average
Reference	R.1.05

RESPONSE

RESPONSE MODEL

R.2.01 - Availability - Wholetime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	-	-	-	-	-	-	-	-	-	-	-	-
2022	91.2%	94.4%	91.8%	89.3%	84.7%	87.2%	85.8%	89.4%	82.5%	95.6%	95.2%	92.7%
Status	R	R	R	R	R	R	R	R	R	R	R	R
Target	-	-	-	-	-	-	-	-	-	-	-	-
2022	91.2%	92.8%	92.5%	91.7%	90.3%	89.8%	89.2%	89.2%	88.5%	89.2%	89.7%	90.0%
Status	R	R	R	R	R	R	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	

Description	Availability of wholetime appliances (impacted by both crew and appliances)
Owner	Response
Data source	Fire Service Rota
Pattern	Monthly
Comparison	Target Figures
Reference	R.2.01

R.2.02 - Availability - On-Call

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	-	-	-	-	-	-	-	-	-	-	-	-
2022	5.4%	10.1%	7.9%	9.1%	5.8%	6.7%	6.9%	6.5%	2.4%	7.2%	6.4%	9.0%
Status	R	R	R	R	R	R	R	R	R	R	R	R
Target	-	-	-	-	-	-	-	-	-	-	-	-
2022	5.4%	7.8%	7.8%	8.1%	7.7%	7.5%	7.4%	7.3%	6.8%	6.8%	6.8%	6.9%
Status	R	R	R	R	R	R	R	R	R	R	R	R

B	>59%
G	>29%
A	> 16%
R	< 17%

What is good	
Higher is better	

Description	Availability of On-Call appliances (impacted by both crew and appliances)
Owner	Response
Data source	Fire Service Rota
Pattern	Monthly
Comparison	Target Figures
Reference	R.2.02

R.2.03 - Wholetime (WT) - response model

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	12	12	12	12	12	12	12	12	12	12	12	12
2022	10.8	11.09	10.8	10.35	9.8	10.03	9.74	10.43	9.58	11.48	11.32	11.06
Status	A	G	A	A	R	A	R	A	R	G	G	G
Target	12	12	12	12	12	12	12	12	12	12	12	12
2022	11.69	11.38	11.33	11.26	10.65	11.1	10.87	11.23	10.42	11.94	11.79	11.61
Status	G	G	G	G	A	G	A	G	A	G	G	G

B	
G	>11
A	>10
R	<10

What is good	
Higher is better	

Description	The average number of WT pumps available at the beginning of the shift, per month.
Owner	Response
Data source	Fire Service Rota
Pattern	Monthly
Comparison	Target Figures
Reference	R.2.03

RESPONSE

RESPONSE MODEL

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	3
2022	0.2	0.35	0.2	0.55	0.16	0.3	0.23	0.23	0.32	0.48	0.43	0.9
Status	R	R	R	R	R	R	R	R	R	R	R	R
Night												
Prev 5 year	3	3	3	3	3	3	3	3	3	3	3	3
2022	1.07	1.9	1.47	1.55	0.74	1.06	1.06	0.8	0.13	1	0.75	1.03
Status	R	R	R	R	R	R	R	R	R	R	R	R

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

What is good
Higher is better

Description	The average number of on-call pumps available at the beginning of the shift, per month
Owner	Response
Data source	Fire Service Rota
Pattern	Monthly
Comparison	Target Figures
Reference	R.2.04

R.2.05 - Over the border mobilisation into BFRS

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	115	124	136	161	137	129	125	120	110	102	92	107
2022	130	163	118	436	358	194	198	157	223	141	111	97
Status	A	R	B	R	R	R	R	R	R	R	R	G
Cumulative												
Prev 5 year	115	239	375	536	673	802	928	1048	1158	1260	1352	1459
2022	130	293	411	847	1205	1399	1597	1754	1977	2118	2229	2326
Status	A	R	G	R	R	R	R	R	R	R	R	R

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

What is good
For monitoring only

Description	Number of appliance mobilisations into BFRS grounds
Owner	Response
Data source	Vision (TVFC)
Pattern	Monthly
Comparison	Previous five year average
Reference	R.2.05

R.2.06 - Over the border mobilisation out of BFRS

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	43	47	47	61	59	43	49	32	52	42	36	39
2022	51	58	48	97	77	37	52	29	39	37	34	43
Status	B	G	G	B	B	A	G	G	R	A	G	B
Cumulative												
Prev 5 year	43.2	90	137	198	256	299	349	381	433	475	511	549
2022	51	109	157	254	331	368	420	449	488	525	559	602
Status	B	G	B	B	B	B	B	B	G	B	G	G

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

What is good
For monitoring only

Description	Number of appliance mobilisations out of BFRS grounds
Owner	Response
Data source	Vision (TVFC)
Pattern	Monthly
Comparison	Previous five year average
Reference	R.2.06

RESPONSE

OPS RESILIENCE

R.3.01 - % Maintenance of competencies completed

	Q1	Q2	Q3	Q4
Quarterly Target	95%	96%	97%	98%
Actual	65%	52%	61%	34
Status	R	R	R	R

B	>98%
G	>94%
A	>89%
R	<90%

What is good
Higher is better

Description	Percentage of maintenance of competencies completed
Owner	Operational Training
Data source	HEAT
Pattern	Quarterly
Comparison	Target Figures
Reference	R.3.01

R.3.02 - Hydrant - (Work in Progress)

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

B	
G	
A	
R	

What is good
Higher is better

Description	
Owner	
Data source	SC Capture
Pattern	Monthly
Comparison	Target Figures
Reference	R.3.02

R.3.03 - Site Specific Risk Information (SSRI) high-risk sites completion rate

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Lvl 4 Total	28	27	29	29	29	29	29	29	29	29	28	27
Overdue	8	5	5	6	6	6	4	3	3	4	4	2
Status	R	A	A	R	R	R	A	A	A	A	A	G

B	
G	>90%
A	80-89%
R	<80%

What is good
Higher is better

Description	Site Specific Risk Information (SSRI) for high-risk sites updated in accordance with current risk review process.
Owner	
Data source	
Pattern	Monthly
Comparison	Target Figures
Reference	R.3.03

GP.1.01 - Actual v's Establishment - Wholetime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Target	280	280	300	300	300	300	300	300	300	300	300	300
Monthly 2022	278	275	272	262	255	256	254	268	268	271	276	290
Monthly Status	G	G	A	R	R	R	R	R	R	A	A	G
Cumulative Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cumulative 2022	99.3%	98.8%	95.9%	93.7%	91.9%	90.8%	89.9%	89.8%	89.8%	89.8%	90.0%	90.6%
Cumulative Status	G	G	G	A	A	A	R	R	R	R	A	A

B	>100%
G	> 94.9%
A	< 95%
R	< 90%
What is good	
Nearest Target	

Description	Total number of people in Wholetime roles v's budgeted establishment
Owner	HR
Data source	ITrent
Pattern	Monthly
Comparison	Against target
Reference	GP.1.01

GP.1.02 - Actual v's Establishment - On-Call

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Target (FTE)	96	96	96	96	96	96	96	96	96	96.0	96.0	96.0
Monthly 2022 (FTE)	65.3	63.9	62.5	62.4	62.0	62.4	64.3	64.3	64.2	64.2	62.5	64.8
Monthly Status	R	R	R	R	R	R	R	R	R	R	R	R
Cumulative Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cumulative 2022	68%	67%	67%	66%	66%	66%	66%	66%	66%	66%	66%	66%
Cumulative Status	R	R	R	R	R	R	R	R	R	R	R	R

B	>100%
G	> 94.9%
A	< 95%
R	< 90%
What is good	
Nearest Target	

Description	Total number of people in On-Call roles v's budgeted(FTE) establishment
Owner	HR
Data source	iTrent
Pattern	Monthly
Comparison	Against target
Reference	GP.1.02

GP.1.03 - Actual v's 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	133
Monthly 2022	121	120	119	119	123	121	124	123	124	122	123	127
Monthly Status	A	A	R	R	A	A	A	A	A	A	A	A
Cumulative Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cumulative 2022	91%	91%	90%	90%	91%	91%	91%	91%	91%	91%	92%	92%
Cumulative Status	A	A	A	A	A	A	A	A	A	A	A	A

B	>100%
G	> 94.9%
A	< 95%
R	< 90%
What is good	
Nearest Target	

Description	Total number of people in Support roles v's budgeted establishment
Owner	HR
Data source	iTrent
Pattern	Monthly
Comparison	Against target
Reference	GP.1.03

GREAT PLACE TO WORK

PEOPLE

GP.1.04 - % Staff turnover

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%
2022	1.2%	1.4%	2.4%	1.8%	0.6%	2.0%	1.3%	0.7%	1.1%	0.9%	0.7%	1.0%
Status	A	A	R	A	G	R	A	G	A	G	G	A
YTD Average												
Prev 5 year	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%
2022	1.2%	1.3%	1.7%	1.7%	1.5%	1.6%	1.5%	1.4%	1.4%	1.3%	1.3%	1.3%
Status	A	A	A	A	A	A	A	A	A	A	A	A

B	
G	<1%
A	<2%
R	>1.9%
What is good	
Less is better	

Description	% of employees who leave the Service, expressed as a percentage of total workforce.
Owner	HR
Data source	iTrent
Pattern	Monthly
Comparison	Against target
Reference	GP.1.04

GP.1.05 - % Absence (Work in Progress - Due Apr 2023)

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

B	
G	
A	
R	
What is good	
Less is better	

Description	% of people absent, expressed as a percentage of total workforce
Owner	HR
Data source	iTrent
Pattern	Monthly
Comparison	Against target
Reference	GP.1.05

GP.1.06 - Welfare & Support - EAP Calls

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 3 years	2.7	13.0	18.0	19.3	19.7	24.7	31.3	37.3	45.3	48.7	52.3	56.3
2022/2023	4	8	13	15	25	36	44	46	49	51	51	59
Status	G	G	G	G	G	G	G	G	G	G	G	G
Online												
Prev 3 years	11.3	17.7	24.0	32.0	42.0	75.0	98.3	117.3	130.3	145.7	156.0	160.0
2022/2023	17	51	57	57	70	112	126	149	149	175	187	190
Status	G	A	A	A	A	G	G	G	G	G	G	G

B	
G	Within 50%
A	
R	
What is good	
Monitor	

Description	Number of calls/online hits received by the Employee Assistance Programme (EAP)
Owner	HR
Data source	Health Assured
Pattern	Cumulative
Comparison	Previous 3 Years (average)
Reference	GP.1.06

GREAT PLACE TO WORK

PEOPLE

GP.1.07 - Employee Engagement

	2017	2020	2022
Target	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	

Description	Most Effective employees are both highly engaged and enabled.
Owner	HR
Data source	Supplier Staff Survey reports
Pattern	Every other year
Comparison	Against target
Reference	GP.1.07

GP.1.08 - Appraisal Completion

	17/18	18/19	19/20	20/21	21/22	22/23
Target	95%	95%	95%	95%	95%	95%
2022	65%	46%	52%	59%	61%	44%
Status	A	R	R	R	R	R

B	>95%
G	85-95%
A	65-84%
R	<65%

What is good	
Higher is better	

Description	The number of appraisals completed as at Sept of the year after v's the headcount
Owner	Organisational Development
Data source	iTrent
Pattern	Annually
Comparison	Against target
Reference	GP.1.08

GP.1.09 - Completion of mandatory e-learning packages

	Q1	Q2	Q3	Q4
Target	95%	95%	95%	95%
2022/2023	27%	43%	37%	70%
Status	R	R	R	A

B	>95%
G	85-95%
A	65-84%
R	<65%

What is good	
Higher is better	

Description	% Completion of mandatory e-learning packages within each training year for all staff
Owner	Organisational Development
Data source	Heat
Pattern	Annually
Comparison	Against target
Reference	GP.1.09

GREAT PLACE TO WORK

PEOPLE

GP.1.10 - Total number of Grievance/Discipline cases

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
In progress												
2021/2022	1	4	0	3	1	1	0	3	2	1	2	1
2022/2023	1	1	0	3	1	5	5	3	4	6	4	3
Status	G	G	G	R	A	R	R	R	R	R	R	R
Completed												
2021/2022	0	0	1	1	0	1	5	3	2	1	2	1
2022/2023	1	1	0	0	3	1	2	2	4	2	1	2
Status	G	G	G	R	R	R	A	A	R	A	G	A

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

What is good	
Monitor	

Description	Total number of Grievance and Discipline cases in progress and completed each month
Owner	HR
Data source	
Pattern	Monthly
Comparison	Monitor
Reference	GP.1.10

GREAT PLACE TO WORK

HEALTH & SAFETY

GP.2.01 - Injury Rate per 1,000

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	22.4	21.0	19.5	23.8
2022	17.6	11.4	26.2	27.4
Status	G	G	A	A

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

What is good
Less is better

Description	Employee Injury rate per 1,000
Owner	Health & Safety
Data source	H&S Reporting System
Pattern	Quarterly
Comparison	Previous three year average
Reference	GP.2.01

GP.2.02 - Number of workplace reported accidents/injuries

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	11	10	9	11
2022	8	5	12	13
Status	G	G	A	A
Cumulative Prev 3 year	11	21	30	41
2022	8	13	25	38
Status	G	G	G	G

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

What is good
Less is better

Description	No of workplace reported accidents/injuries
Owner	Health & Safety
Data source	H&S Reporting System
Pattern	Quarterly
Comparison	Previous three year average
Reference	GP.2.02

GP.2.03 - Number of near miss events

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	12	10	6	9
2022	13	13	10	9
Status	A	A	G	G
Cumulative Prev 3 year	12	22	28	37
2022	13	26	36	45
Status	A	A	A	A

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

What is good
Monitor

Description	Number of near miss events
Owner	Health & Safety
Data source	H&S Reporting System
Pattern	Quarterly
Comparison	Previous three year average
Reference	GP.2.03

GREAT PLACE TO WORK

HEALTH & SAFETY

GP.2.04 - Number of vehicle accident reports

	Q1	Q2	Q3	Q4
Quarterly				
Prev 3 year	11	11	11	11
2022	9	8	9	12
Status	G	G	G	G
Cumulative				
Prev 3 year	11	22	33	44
2022	9	17	26	38
Status	G	G	G	G

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

What is good	
Less is better	

Description	Number of vehicle accident reports
Owner	Health & Safety
Data source	H&S Reporting System
Pattern	Quarterly
Comparison	Previous three year average
Reference	GP.2.04

GP.2.05 - Number of staff who suffered RIDDOR reportable injuries at work

	Q1	Q2	Q3	Q4
Quarterly				
Prev 3 year	1	0	1	3
2022	4	2	0	3
Status	R	A	G	A
Cumulative				
Prev 3 year	1	1	2	5
2022	4	6	6	9
Status	R	A	A	A

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

What is good	
Less is better	

Description	Number of staff who suffered RIDDOR reportable injuries at work
Owner	Health & Safety
Data source	H&S Reporting System
Pattern	Quarterly
Comparison	Previous three year average
Reference	GP.2.05

GP.2.06 - Verbal or physical attacks on a member of staff

	Q1	Q2	Q3	Q4
Quarterly				
Prev 3 year	0	0	1	1
2022	1	1	2	1
Status	A	A	A	A
Cumulative				
Prev 3 year	0	0	1	2
2022	1	2	4	5
Status	A	A	A	A

B	0
G	< 1 per qtr
A	=> 1 per qtr
R	> 2 per qtr

What is good	
Less is better	

Description	Number of incidents in which there was a verbal or physical attack on a member of staff
Owner	Health & Safety
Data source	H&S Reporting System
Pattern	Quarterly
Comparison	Previous three year average
Reference	GP.2.06

GP.2.07 - Number of equipment damage reports

		Q1	Q2	Q3	Q4
Quarterly	Prev 3 year	13	9	10	13
	2022	14	18	8	15
	Status	A	A	G	A
Cumulative					
	Prev 3 year	13	22	32	45
	2022	14	32	40	55
	Status	G	A	G	G

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

What is good
Less is better

Description	Number of equipment damage reports
Owner	Health & Safety
Data source	H&S Reporting System
Pattern	Quarterly
Comparison	Previous three year average
Reference	GP.2.07

PUBLIC VALUE

FINANCE

PV.1.01 - Net Expenditure per person per year

	17/18	18/19	19/20	20/21	21/22	22/23
Annual Target	£36.22	!	!	!	!	
Annual Actual	£32.84	£30.34	£33.80	£32.22	£33.17	
Annual Status	B	B	B	B	B	

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

What is good	
Below national average	

Description	Net expenditure (excluding capital charges) per person living within Bucks and MK
Owner	Finance
Data source	BFRS Accounts

Pattern	Annual
Comparison	National Average
Reference	PV.1.01

PV.1.02 - Firefighter costs per person per year

	17/18	18/19	19/20	20/21	21/22	22/23
Annual Target	£22.38	£23.10	£23.82	£25.22	!	
Annual Actual	£18.06	£17.28	£20.08	£21.02	£21.36	
Annual Status	B	B	B	B	B	

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

What is good	
Below national average	

Description	Spend on Firefighters per person living within Bucks and MK
Owner	Finance
Data source	Accounts/HMICFRS (avg.)

Pattern	Annually
Comparison	National Average
Reference	PV.1.02

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

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

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

What is good	
Higher is better	

Description	Percentage of total net expenditure that is spent on Firefighters
Owner	Finance
Data source	BFRS Accounts

Pattern	Annually
Comparison	Against thresholds
Reference	PV.1.03

PUBLIC VALUE

FINANCE

PV.1.04 - Bank Costs (£)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 3 year	106k	102k	107k	107k	112k	110k	118k	108k	96k	47k	41k	73k
	2022	111k	101k	116k	113k	140k	136k	153k	137k	127k	93k	194k	102k
	Status	A	G	R	R	R	R	R	R	R	R	R	R
Cumulative	Prev 3 year	106k	209k	316k	422k	535k	644k	762k	870k	966k	1,013k	1,054k	1,128k
	2022	111k	212k	328k	441k	581k	717k	870k	1,006k	1,133k	1,227k	1,421k	1,522k
	Status	A	A	A	A	A	R	R	R	R	R	R	R

B	
G	< 0%
A	> 0%
R	> 10%
What is good	
Less is better	

Description	The cost of Bank shifts
Owner	Response
Data source	BFRS Accounts
Pattern	Monthly
Comparison	Previous 3 year average
Reference	PV.1.04

PV.1.05 - Fraud

		17/18	18/19	19/20	20/21	21/22	22/23
Annual	Target	0	0	0	0	0	0
	Actual	0	0	0	0	0	
	Status	G	G	G	G	G	

B	
G	0
A	
R	>0
What is good	
Zero fraud	

Description	The number of confirmed frauds
Owner	Finance
Data source	BFRS Accounts
Pattern	Annually
Comparison	Against targets
Reference	PV.1.05

PV.1.06 - Capital Investment as a % of total expenditure

		17/18	18/19	19/20	20/21	21/22	22/23
Annual							
	2022	9%	5%	3%	4%	3%	
	Status	B	G	A	G	A	

B	>5%
G	4%-5%
A	3%-3.9%
R	<3%
What is good	
Monitor	

Description	Capital Investment as a % of total expenditure (excl. expenditure on Blue Light Hub)
Owner	Finance
Data source	BFRS Accounts
Pattern	Annually
Comparison	Monitor
Reference	PV.1.06

PUBLIC VALUE

COMPLIANCE

PV.2.01 - Number of reportable data breaches

	17/18	18/19	19/20	20/21	21/22	22/23
Annual Target	0	0	0	0	0	0
Annual Actual	0	0	0	0	0	0
Annual Status	G	G	G	G	G	G

B	
G	0
A	
R	>0

What is good	
Less is better	

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

Pattern	Annual
Comparison	
Reference	PV.2.01

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

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

B	
G	100%
A	
R	< 100%

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

Pattern	Monthly
Comparison	Target
Reference	PV.2.02

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Monthly Provided	86%	100%	100%	89%	78%	75%	100%	100%	100%	100%	100%	82%
Monthly Status	G	G	G	G	A	A	G	G	G	G	G	G

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

What is good	
Higher is better	

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

Pattern	Monthly
Comparison	Target
Reference	PV.2.03

PUBLIC VALUE

COMPLIANCE

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

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

Monthly

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

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

PUBLIC VALUE

ENGAGEMENT

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

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

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

What is good
Higher is better

Description	% of Respondents satisfied with the service provided after an incident
Owner	Legal & Governance
Data source	Post incident survey

Pattern	Annual
Comparison	Target
Reference	PV.3.01

PV.3.02 - Compliments & Complaints

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Compliments	Prev 5 year												
	2022	2	0	1	0	1	1	0	1	0	3	0	4
	Status	-	-	-	-	-	-	-	-	-	-	-	-
Complaints	Prev 5 year												
	2022	4	2	2	0	2	4	0	3	0	0	0	3
	Status	R	A	A	G	A	R	G	R	G	G	G	R

B	
G	<1
A	<3
R	>2

What is good
Monitor

Description	Number of compliments and complaints received each Month
Owner	Legal & Governance
Data source	Legal & Governance

Pattern	Monthly
Comparison	Monitor
Reference	PV.3.02

PV.3.03 - Social Media (number of followers)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Instagram	2021/2022												
	2022/2023												
	Status												
Facebook	2021/2022	4492	4644	4800	4989	5099	5127	5275	5299	5346	5374	5485	5544
	2022/2023	5625	5719	5772	5897	6758	6994	7133	7182	7214	7278	7387	7465
	Status	B	B	B	B	B	B	B	B	B	B	B	B

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

What is good
Higher is better

Description	Number of followers
Owner	Marketing & Comms
Data source	BFRS Social Media

Pattern	Monthly
Comparison	Previous year
Reference	PV.3.03

PV.4.01 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2022	98.1%	96.4%	95.3%	95.8%	92.7%	97.6%	97.1%	96.3%	97.2%	98.7%	99.0%	97.6%
Status	B	G	G	G	R	G	G	A	G	B	B	G
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2022	98.1%	97.2%	96.5%	96.3%	95.6%	96.0%	96.1%	96.2%	96.3%	96.5%	96.7%	96.8%
Status	B	G	G	G	G	G	G	G	G	G	G	G

B	> 98%
G	> 94.9%
A	> 92.9%
R	< 93%

Description	The % of ICT Helpdesk tickets responded to with SLA.
Owner	ICT
Data source	Vivantio

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2022	98.1%	97.2%	96.5%	96.3%	95.6%	96.0%	96.1%	96.2%	96.3%	96.5%	96.7%	96.8%
Status	B	G	G	G	G	G	G	G	G	G	G	G

What is good	
Higher is better	

Pattern	Monthly
Comparison	Target
Reference	PV.4.01

PV.4.02 - Network Uptime (work in progress)

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

B	
G	
A	
R	

Description	
Owner	ICT
Data source	

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

What is good	

Pattern	
Comparison	
Reference	PV.4.02

PUBLIC VALUE

PORTFOLIO MANAGEMENT OFFICE

PV.5.01 - Internal Audit - Overdue actions

	Feb-21	Jun-21	Oct-21	Feb-22	Jun-22	Sep-22	Feb-23
Number							
Target	!	!	!	!	!	!	!
Actual	5	4	18	12	21	29	12
Status	-	-	-	-	-	-	-
%							
Target	15%	15%	15%	15%	15%	15%	15%
Actual	14%	7%	29%	19%	22%	30%	13%
Status	A	G	R	A	R	R	A

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

What is good	
Less is better	

Description	Number of overdue audits following an internal audit
Owner	PMO
Data source	Audit Providers - (BC)
Pattern	3 times a year
Comparison	Target
Reference	PV.5.01

PV.5.02 - Projects in progress

	Q1	Q2	Q3	Q4
Quarterly				
2022	15	15	13	15
Status	G	G	G	G

B	
G	
A	
R	

What is good	
Monitor	

Description	The number of projects the Service has in progress (Excluding Property projects)
Owner	PMO
Data source	
Pattern	Quarterly
Comparison	Monitor
Reference	PV.5.02

PV.5.02 - Projects off track

	Q1	Q2	Q3	Q4
Quarterly				
Target	5%	5%	5%	5%
2022	0	0	0	0
Status	G	G	G	G

B	
G	
A	
R	

What is good	
Less is better	

Description	The number of projects the Service have deemed to be a red status (Excluding Property projects)
Owner	PMO
Data source	
Pattern	Quarterly
Comparison	Target
Reference	PV.5.03

PUBLIC VALUE

ENVIRONMENT

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

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
Monthly	Prev 5 year													B		Description			
	2022													G				Owner	
	Status													A				Data source	
Cumulative	Prev 5 year													R		What is good			
	2022															Comparison			
	Status															Reference	PV.6.01		

PV.6.02 - Recycling - (Work in progress)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
Monthly	Prev 5 year													B		Description			
	2022													G				Owner	
	Status													A				Data source	
Cumulative	Prev 5 year													R		What is good			
	2022															Comparison			
	Status															Reference	PV.6.02		