



Buckinghamshire & Milton Keynes Fire Authority

Meeting and date: Executive Committee, 20 March 2024

Report title: Performance Management – Q3 2023/24

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 – Q3 2023/24 be noted.

Executive summary:

This report details the suite of 69 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 Q3 2023/24, see Appendix 1, containing the following:

- 1) Performance Measures Overview – each quadrant on one page
- 2) Performance Measures Details – shows actual performance alongside relevant trend information and where needed commentary.

At the end of Q1, 57 measures reported with a Blue, Green, Amber or Red status, nine are for information and three are awaiting information.

BRAG	Number		Total	%
	Target	Monitor		
B	11	1	12	18
G	24	5	29	44
A	15	0	15	23
R	7	3	10	15

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 - subgroup	6 February 2024	Approved to go to SMB
Strategic Management Board	20 February 2024	Approved to go to Executive Committee

Next steps -

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

Background papers:

Fire Authority, 11 October 2023: Performance Management – Q1 2023/24

bucksfire.gov.uk/documents/2023/09/fire-authority-meeting-11-october-2023-item-13c-performance-management-q1-2023-24.pdf/

Fire Authority, 14 June 2023: Performance Management – Q4 2022/23

bucksfire.gov.uk/documents/2023/06/fire-authority-annual-meeting-14-june-2023-item-19-performance-management-q4-2022-23.pdf/

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/>

Overview and Audit Committee, 8 November 2023: 2022-23 Annual Performance Monitoring Report

bucksfire.gov.uk/documents/2023/10/overview-and-audit-committee-8-november-2023-item-16-performance-monitoring-report.pdf/

Appendix	Title	Protective Marking
1	BFRS Key Performance Measures – Q3 – 23-24	N/A



KEY PERFORMANCE MEASURES - 2023-2024

QUARTER 3 (OCT - DEC)

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	?

HIGHLIGHTED MEASURES - 1 of 2

GP.1.01 - Actual vs Establishment - Wholetime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	300	300	300	300	300	300	300	300	300	300	300	300	B	>100%
	2023/2024	288	288	285	292	293	298	317	317	316				G	> 94.9%
	Status	G	G	G	G	G	G	B	B	B				A	< 95%
														R	< 90%
YTD	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	What is good	
	2023/2024	96%	96%	96%	96%	96%	97%	98%	99%	100%				Higher is better	
	Status	G	G	G	G	G	G	G	G	G					

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

As of Dec 2023, we had an operational establishment of 316. Wholetime recruitment has been the focus over the past few years to achieve at least the minimum of 300. We review this number regularly at the Workforce Planning meetings and currently predict one leaver per month which will bring this establishment number down. We also have fifteen operational employees that are eligible to retire this year, which would also look to reduce this figure.

There is a further intake planned of six apprentices to commence in September 2024

HIGHLIGHTED MEASURES - 2 of 2

GP.1.08 - Appraisal & Objectives Completion

	Q1	Q2	Q3	Q4
Appraisals Target	75%	95%	95%	95%
Appraisals 2023/2024	58%	63%	86%	
Appraisals Status	A	R	A	
Objectives Target	75%	95%	95%	95%
Objectives 2023/2024	47%	66%	93%	
Objectives Status	R	R	G	

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.

Following on from a Service wide push in Q3 we were able to significantly increase the number of returns throughout this quarter. By targeting departments directly, identifying the barriers to returns, offering training and support we have the highest number of returns since the introduction of appraisals into the organisation. Using the momentum built, as we approach the time for end of year submissions, we will once again be providing training and supporting managers with regular updates on returns with the aim to reach the target of 75% end of year returns throughout Q1 of 2024/2025.

PUBLIC IMPACT

IN THE HOME

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

IN THE WORKPLACE

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

TRAVEL

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

COMMUNITIES

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

RESPONSE

INCIDENTS

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

RESPONSE MODEL

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

OPS RESILIENCE

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

A GREAT PLACE TO WORK

PEOPLE

Ref	Description	Monthly (in most cases)	Cumulative (in most cases)	Page
GP.1.01	Actual vs Establishment - Wholetime	B	B	
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	R	G	
GP.1.06	Employee Assistance Programme	?	?	
GP.1.07	Employee Engagement	-	R	
GP.1.08	Appraisal & Objectives Completion	A	G	
GP.1.09	Mandatory E-Learning Completed	R	R	
GP.1.10	Grievance & Disciplines	G	G	

HEALTH & SAFETY

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

PUBLIC VALUE

FINANCE

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

COMPLIANCE

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

ENGAGEMENT

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

ICT

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

PROJECTS

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

ENVIRONMENT

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



PUBLIC IMPACT

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	23	26	23	19	22	24	24	24	27	25	24	19	B <10%
	2023/2024	28	25	23	18	13	15	23	24	26				G Within 10%
	Status	R	G	G	G	B	B	G	G	G				A >10%
Cumulative	Prev 5 year	23	49	72	91	112	136	161	184	212	237	261	280	
	2023/2024	28	53	76	94	107	122	145	169	195				What is good
	Status	R	G	G	G	G	B	G	G	G				Less is better

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

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

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PI.1.02 - Number of Serious ADFs

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	8.2	7	7.8	6.8	6.6	7.8	7.8	8	8.4	8.2	7	8.6	B <20%
	2023/2024	11	6	5	4	2	7	5	6	7				G Within 20%
	Status	R	G	B	B	B	G	B	B	G				A >20%
Cumulative	Prev 5 year	8.2	15.2	23	29.8	36.4	44.2	52	60	68.4	76.6	83.6	92.2	
	2023/2024	11	17	22	26	28	35	40	46	53				What is good
	Status	R	G	G	G	B	B	B	B	B				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.

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PI.1.03 - ADF Fire-Related Fatalities

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

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

The fire fatality recorded in October occurred in a privately rented property with no working smoke detection. The incident involved a small fire that was contained to a single bedroom.

The Service has completed liaison with the relevant agencies with legislative responsibility for this as it sits outside of the Service's remit.

Post incident support and intervention was offered to neighbouring addresses and the Service was also available to talk to residents of the area at the council's scheduled community drop in event the following week.

PI.1.04 - ADF Fire Related Serious Injuries

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

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

The serious injury recorded in December was caused by a small kitchen fire that was out before crews arrived on scene.

The person involved was an elderly lady, and was treated for smoke inhalation and burns to her hands.

The property contained no detectors at the time of the incident however, crews installed two smoke detectors while at scene.

PI.1.05 - Dwelling Fires - Cause Not Known

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	1.8	1.6	1.6	0.8	0.6	2.4	1.4	1	1	1.2	0.6	2	B < 1 per month
	2023/2024	1	1	0	1	2	0	1	1	0				G 1-2 per month
	Status	G	G	B	G	G	B	G	G	B				A > 2 per month
Cumulative	Prev 5 year	1.8	3.4	5	5.8	6.4	8.8	10.2	11.2	12.2	13.4	14	16	What is good
	2023/2024	1	2	2	3	5	5	6	7	7				Less is better
	Status	G	G	B	B	G	B	B	B	B				

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.

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PI.1.06 - Deliberate Dwelling Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	1.2	1.4	1.4	2.6	2.8	0.4	2.8	2	1	1.2	1.8	0.6	B < 2 per month
	2023/2024	2	6	4	3	2	1	1	2	2				G 2 per month
	Status	G	R	A	A	G	B	B	G	G				A > 2 per month
Cumulative	Prev 5 year	1.2	2.6	4	6.6	9.4	9.8	12.6	14.6	15.6	16.8	18.6	19.2	What is good
	2023/2024	2	8	12	15	17	18	19	21	23				Less is better
	Status	G	A	A	A	A	A	A	A	A				

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

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

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PI.1.07 - False Alarms in the Home

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	91	103	95	116	122	114	120	100	100	89	85	81	B <5%
	2023/2024	95	100	116	139	124	151	146	119	131				G Within 5%
	Status	G	G	R	R	G	R	R	R	R				A >5%
Cumulative	Prev 5 year	91	193	289	405	527	641	761	861	961	1050	1135	1216	R >10%
	2023/2024	95	195	311	450	574	725	871	990	1121				What is good
	Status	G	G	A	R	A	R	R	R	R				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.

False Alarms in the home continue to increase. A breakdown of the reasons given for the false alarm are listed below:

- 38.8% System related i.e. fault smoke detector
- 31.2% Alarm set off by human behaviour i.e. cooking or testing
- 16.1% A fire was reported with good intent i.e a smoking chimney or fumes were believed to be a fire
- 6.1% External Factors or contaminants i.e. water intrusion
- 4.4% Good intent (special service) i.e. called to what was believe to be a carbon monoxide leak
- 3.4% The call was believed to be Malicious

PI.1.08 - Home Fire Safety Visits

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	400	400	400	400	400	400	400	400	400	400	400	400	B > 10%
	2023/2024	340	342	457	436	583	408	421	403	292				G Within 10%
	Status	R	R	B	G	B	G	G	G	R				A < 10%
Cumulative	Target	400	800	1200	1600	2000	2400	2800	3200	3600	4000	4400	4800	R < 20%
	2023/2024	340	682	1139	1575	2158	2566	2987	3390	3682				What is good
	Status	R	R	G	G	G	G	G	G	G				More is better

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

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

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.

In December a trial commenced in High Wycombe for the crew to book their own appointments, which coincided with a 20% drop in the number of HFSV completed in that Service Delivery Area. The trial continues with regular review periods scheduled.

The Administrative team identified that members of the public were reluctant to accept appointments in December, with 46% of the 110 referrals received in that month not having an appointment booked in December.

The impact of annual leave on the ridership may have also contributed to the number of proactive (crew led visits) reducing by 50% in the same period.

PI.1.09 - Home Fire Safety Visits - Vulnerable

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	B > 80%
	2023/2024	90%	99%	92%	88%	93%	90%	69%	91%	65%			G > 70%
	Status	B	B	B	B	B	B	A	B	A			A > 59%
Cumulative	Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	R < 60%
	2023/2024	90%	95%	94%	93%	92%	92%	89%	90%	87%			What is good
	Status	B	B	B	B	B	B	B	B	B			Higher is better

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

A change in the administrative personnel entering Home Fire Safety Visit referrals and proactive Home Fire Safety Visit completions has impacted upon the vulnerability data for quarter 3.

Work has been completed to highlight the data fields to be checked across the 1131 Home Fire Safety Visit referral and visit records. The Admin Support Manager and Community Safety Team Leader are aware of the issue and are aiming to rectify the quarter 3 entries by 21 February to enable the vulnerability data to be rerun prior to its presentation at Overview and Audit Committee.

Further work will be undertaken to mitigate a recurrence in quarter 4.

PI.2.01 - Non-domestic Property Fires - Accidental

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	10	12.8	11.2	13.2	9	9.4	12.2	10.2	9	11.6	8.2	9.8	B < 10%
	2023/2024	14	8	8	10	11	5	8	10	8				G Within 10%
	Status	R	B	B	B	R	B	B	B	B				A > 10%
Cumulative	Prev 5 year	10	22.8	34	47.2	56.2	65.6	77.8	88	97	108.6	116.6	126.4	What is good
	2023/2024	14	22	30	40	51	56	64	74	82				Less is better
	Status	R	G	B	B	G	B	B	B	B				

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.

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PI.2.02 - Non-domestic Property Fires - Deliberate

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	1.8	1.8	1.6	3	2.8	2	2.4	0.6	2.2	2	1.8	3.2	B < 1 per month
	2023/2024	2	1	5	1	2	1	0	1	1				G < 3 per month
	Status	G	G	R	G	G	G	B	G	G				A > 2 per month
Cumulative	Prev 5 year	1.8	3.6	5.2	8.2	11	13	15.4	16	18.2	20.2	22	25.2	What is good
	2023/2024	2	3	8	9	11	12	12	13	14				Less is better
	Status	G	G	G	G	G	G	G	G	G				

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.

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	2	1.2	1.2	2	2	1.6	1	0.6	0	0.8	0.4	1.2	B < 1 per month
	2023/2024	0	1	1	3	0	1	2	2	0				G 1-2 per month
	Status	B	G	G	A	B	G	G	G	B				A > 2 per month
Cumulative	Prev 5 year	1.8	3.6	5.2	8.2	11	13	15.4	16	18.2	20.2	22	25.2	What is good
	2023/2024	0	1	2	5	5	6	8	10	10				Less is better
	Status	B	B	B	G	G	G	G	G	G				

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

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

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PI.2.04 - Non-domestic Property Fires - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	8.4	7.6	7.4	11.4	6.8	6.4	5.2	5.6	5.8	4.8	6.2	7.2	B < 10%
	2023/2024	7	3	10	10	5	4	6	7	5				G Within 10%
	Status	B	B	R	B	B	B	A	R	B				A > 10%
Cumulative	Prev 5 year	8.4	16	23.4	34.8	41.6	48	53.2	58.8	64.6	69.4	75.6	82.8	What is good
	2023/2024	7	10	20	30	35	39	45	52	57				Less is better
	Status	B	B	B	B	B	B	B	B	B				

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

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

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

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

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

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

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

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

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PI.2.07 - Non-domestic Property False Alarms

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	112	125	120	143	136	151	157	142	144	134	116	118	B < 10%
	2023/2024	119	114	132	138	166	157	192	184	162				G Within 10%
	Status	G	G	A	G	R	G	R	R	A				A > 10%
Cumulative	Prev 5 year	112	237	357	500	636	787	944	1086	1230	1364	1480	1598	
	2023/2024	119	233	365	503	669	826	1018	1202	1364				What is good
	Status	G	G	G	G	G	G	G	A	A				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.

One of the Service’s priorities is to reduce the number of non-emergency calls in it attends to non-domestic properties. The Service is currently developing it’s plan to mitigate the impact of Automatic Fire Alarms on our resources and plans to implement this during the summer of 2024.

PI.2.08 - Fire Safety Audits

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	20	20	20	20	20	83	83	83	83	83	83	B > 100 Per month	
	2023/2024	33	15	28	24	17	30	55	63	20			G > 82 Per month	
	Status	B	G	G	G	A	B	R	A	R			A > 60 Per month	
Cumulative	Target	20	40	60	80	100	120	203	286	369	452	535	618	
	2023/2024	33	48	76	100	117	147	202	265	285				What is good
	Status	B	G	G	G	G	G	G	G	A				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.

PI.2.09 - Prison Fires

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	2022/2023	4	5	3	9	10	1	1	10	6	6	9	4	B < 10%
	2023/2024	3	6	10	14	18	23	15	18	2				G Within 10%
	Status	B	A	R	R	R	R	R	R	B				A > 10%
														R > 20%
Cumulative	2022/2023	4	9	12	21	31	32	33	43	49	55	64	68	What is good
	2023/2024	3	9	19	33	51	74	89	107	109				Less is better
	Status	B	G	R	R	R	R	R	R	R				

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

BFRS continues to work with and support local prisons in reducing the number of fire related incidents. BFRS is also looking to work with the HM Prison Service that would support national change, which in turn will support our local prisons.

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	55	41	45	46	63	54	38				G Within 10%
	Status	G	R	A	G	G	G	R	G	B				A > 10%
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	R > 20%
	2023/2024	38	90	145	186	231	277	340	394	432				What is good
	Status	G	R	R	A	A	G	A	G	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.

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

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PI.3.03 - RTC Injuries - Serious

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	5.8	8.2	10.6	5.8	8.2	5.2	6.6	8.4	4.2	8.2	6	5.4	B <10%
	2023/2024	6	17	8	4	7	6	4	8	3				G Within 10%
	Status	G	R	B	B	B	A	B	G	B				A >10%
Cumulative	Prev 5 year	6	14	25	30	39	44	50	59	63	71	77	83	What is good
	2023/2024	6	23	31	35	42	48	52	60	63				Less is better
	Status	G	R	R	A	G	G	G	G	G				

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

PI.3.04 - RTCs Injuries - Slight

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	14.2	18.2	20.2	19.2	19.4	20.6	19.6	22.2	17	22.4	19.4	13.4	B < 10%
	2023/2024	13	25	18	24	29	29	20	25	20				G Within 10%
	Status	G	R	B	R	R	R	G	A	A				A > 10%
Cumulative	Prev 5 year	14	32	53	72	91	112	131	154	171	193	212	226	What is good
	2023/2024	13	38	56	80	109	137	157	182	202				Less is better
	Status	G	A	G	A	A	R	A	A	A				

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

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

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year	41	37.6	38.8	56.6	57	40.8	22	19.2	13.2	13.6	19	22.4	B < 10%
	2023/2024	18	35	52	26	38	13	21	10	4				G Within 10%
	Status	B	G	R	B	B	B	G	B	B				A > 10%
Cumulative	Prev 5 year	41	79	117	174	231	272	294	313	326	340	359	381	
	2023/2024	18	53	105	131	169	182	203	213	217				What is good
	Status	B	B	B	B	B	B	B	B	B				Less is better

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

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

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

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year	13.2	14.2	16.0	20.6	19.0	16.0	12.8	10.4	9.0	10.2	9.2	13.0	B < 10%
	2023/2024	10	14	19	23	17	15	4	7	13				G Within 10%
	Status	B	G	A	A	B	G	B	B	R				A > 10%
Cumulative	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	102	109	122				What is good
	Status	B	B	G	G	G	G	G	G	B	G			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.

Decembers spike mostly involved road vehicles (including cars, motorbikes and vans) however, their doesn't appear to be any trend in relation to location of date or time.
We will continue to monitor these incidents and a more detailed report will be produced at year end to support ongoing prevention activities.



RESPONSE

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	573	602	604	742	710	638	599	568	566	528	490	503	B < 2.51%
	2023/2024	526	593	680	610	660	653	715	631	578				G Within 2.5%
	Status	B	G	R	B	B	G	R	R	G				A > 2.51%
Cumulative	Prev 5 year	573	1175	1779	2521	3231	3869	4468	5036	5602	6129	6619	7122	R > 10%
	2023/2024	526	1119	1799	2409	3069	3722	4437	5068	5646				What is good
	Status	B	B	G	B	B	B	G	G	G				Monitor

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

R.1.02 - Co-Responder Incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	54	52	55	66	66	67	57	65	76	60	57	58	B < 2.51%
	2023/2024	29	50	60	49	50	43	58	54	47				G Within 2.5%
	Status	B	B	A	B	B	B	G	B	B				A > 2.51%
Cumulative	Prev 5 year	54	105	160	226	292	360	417	482	558	618	675	733	R > 10%
	2023/2024	29	79	139	188	238	281	339	393	440				What is good
	Status	B	B	B	B	B	B	B	B	B				Monitor

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

R.1.03 - Effecting Entry Incidents

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	18.8	19.4	15	15.4	18.4	17	17.8	19.8	24	18.2	24.8	20.8
2023/2024	27	28	18	20	22	18	25	26	23			
Status	R	R	A	R	A	G	R	R	G			
Cumulative												
Prev 5 year	19	38	53	69	87	104	122	142	166	184	209	229
2023/2024	27	55	73	93	115	133	158	184	207			
Status	R	R	R	R	R	R	R	R	R			

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

What is good
Monitor

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

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

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	08:45	08:36	09:26	08:37	08:53	08:39			
Status	A	A	A	G	B	R	G	A	G			
Cumulative												
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	08:58	08:53	08:59	08:55	08:55	08:53			
Status	A	A	A	A	G	A	A	A	G			

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

What is good
Less is better

Ref	R.1.04
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.

R.1.05 - Average Attendance Time to ADFs

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	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	09:02	08:26	07:57			
	Status	R	R	G	B	B	B	R	G	R			
Cumulative	Prev 5 year	07:42	07:35	07:41	07:50	07:54	07:59	08:02	08:05	08:00	08:03	08:01	08:02
	2023/2024	08:38	08:32	08:24	08:15	08:12	08:05	08:14	08:16	08:13			
	Status	R	R	R	A	A	G	A	A	A			

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

What is good
Less is better

Ref	R.1.05
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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	B 99% - 99.9%
Monthly 2023/2024	92%	90.9%	88.2%	94.3%	95.1%	97.4%	94.9%	96.9%	94.5%				G 98% - 98.9%
Monthly Status	R	R	R	R	R	A	R	A	R				A 96% - 97.9%
													R <96%
Cumulative Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	What is good
Cumulative 2023/2024	92.0%	91.5%	90.4%	91.4%	92.1%	93.0%	93.3%	93.7%	93.8%				Higher is better
Cumulative Status	R	R	R	R	R	R	R	R	R				

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

While it would be easy to assume that wholetime appliance availability would be higher now that the Service is fully established in relation to wholetime firefighters, Wholetime appliance availability is impacted by many items, including staffing numbers, availability of skills, training and exercises, sickness, defects and contamination. This being said, we are confident that wholetime pump availability will see a marked improvement during quarter four, and carrying forward into 2024/2025.

R.2.02 - Availability On-Call

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly Target	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	B >55%
Monthly 2023/2024	9.7%	7.1%	7.6%	9.0%	6.8%	7.6%	6.0%	8.7%	5.4%				G >29%
Monthly Status	R	R	R	R	R	R	R	R	R				A > 16%
													R < 17%
Cumulative Target	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	What is good
Cumulative 2023/2024	9.7%	8.4%	8.1%	8.3%	8.0%	8.0%	7.7%	7.8%	7.5%				Higher is better
Cumulative Status	R	R	R	R	R	R	R	R	R				

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

As mentioned later under measure GP.1.02 Actual vs Establishment - On-call (found later in this pack), The focus has predominantly been on the Wholetime recruitment, we haven’t seen the intake that we would have liked for On Call this year. However, we have been working at increasing our On Call establishment at a number of different stations and have an intake of 13 new recruits that are due to commence in February 2024 and a further intake planned for August 2024.

R.2.03 - Wholetime - Response Model

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Day	Target	11	11	11	11	11	11	11	11	11	11	11	B	> 11
	2023/2024	10.8	10.7	10.5	11.2	11.0	11.3	11.3	11.6	11.4			G	> 10
	Status	A	A	A	G	G	G	G	G	G			R	< 10
Night	Target	11	11	11	11	11	11	11	11	11	11	11	What is good	
	2023/2024	11.4	11.3	10.9	11.7	11.5	11.7	11.7	11.9	11.6			Higher is better	
	Status	G	G	A	G	G	G	G	G	G				

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.

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R.2.04 - On-Call - Response Model

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Day	Prev 5 year	3	3	3	3	3	3	3	3	3	3	3	B	> 5
	2023/2024	0.7	0.5	0.6	0.8	0.7	0.6	0.3	1.2	0.6			G	> 3
	Status	R	R	R	R	R	R	R	R	R			A	< 3
Night	Prev 5 year	3	3	3	3	3	3	3	3	3	3	3	What is good	
	2023/2024	1.1	0.7	1.0	0.9	0.4	0.5	0.7	1.0	0.6			Higher is better	
	Status	R	R	R	R	R	R	R	R	R				

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

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

As mentioned later under measure GP.1.02 Actual vs Establishment - On-call (found later in this pack), The focus has predominantly been on the Wholetime recruitment, we haven't seen the intake that we would have liked for On Call this year. However, we have been working at increasing our On Call establishment at a number of different stations and have an intake of 13 new recruits that are due to commence in February 2024 and a further intake planned for August 2024.

R.2.05 - OTB Mobilisations into BFRS Grounds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	118	132	134	226	189	144	143	125	131	110	94	103	B < 10%
	2023/2024	166	137	206	160	164	158	120	149	161				G Within 10%
	Status	R	G	R	B	B	G	B	A	R				A > 10%
Cumulative	Prev 5 year	118	251	384	610	799	943	1086	1212	1342	1453	1547	1649	
	2023/2024	166	303	509	669	833	991	1111	1260	1421				What is good
	Status	R	R	R	G	G	G	G	G	G				Less is better

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

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R.2.06 - OTB Mobilisations out of BFRS Grounds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	45	50	47	69	65	42	51	33	50	39	31	33	B < 10%
	2023/2024	41	49	43	53	47	47	59	48	31				G Within 10%
	Status	G	G	G	B	B	B	A	R	B				A > 10%
Cumulative	Prev 5 year	45	94	141	210	275	317	368	401	541	490	521	554	
	2023/2024	41	90	133	186	233	250	309	357	388				What is good
	Status	G	G	G	B	B	B	B	B	B				Within range is better

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

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R.3.01 - Maintenance of Competencies

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Target	24%	48%	72%	96%
2023/2024	38%	59%	74%	
Status	B	B	G	

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.

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R.3.02 - Hydrant Availability

Monthly

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

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

Cumulative

Target	500	1000	1500	2000	2500	3000	3500	4000	4500	5000	5500	6000
2023/2024	?	?	?	?	?	?	?	?	?			
Status	?	?	?	?	?	?	?	?	?			

What is good
Higher is better

Ref	R.3.02
Owner	Water Officer
Comparison	Target
Source	Hydra

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

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R.3.03 - High Risk Site Information

Level 4

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
2023/2024	81%	89%	89%	89%	89%	88%	85%	78%	81%			
Status	A	G	G	G	G	G	G	R	A			
Prev 5 year	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
2023/2024	73%	73%	74%	73%	73%	74%	75%	76%	81%			
Status	G	G	G	G	G	G	G	G	B			

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

Level 3

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.

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**A GREAT PLACE
TO WORK**

GP.1.01 - Actual vs Establishment - Wholetime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	300	300	300	300	300	300	300	300	300	300	300	300	B >100%
	2023/2024	288	288	285	292	293	298	317	317	316				G > 94.9%
	Status	G	G	G	G	G	G	B	B	B				A < 95%
														R < 90%
Average YTD	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	What is good
	2023/2024	96%	96%	96%	96%	96%	97%	98%	99%	100%				Higher is better
	Status	G	G	G	G	G	G	G	G	G				

Ref	GP.1.01
Owner	HR
Comparison	Target
Source	iTrent

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

As of Dec 2023, we had an operational establishment of 316. Wholetime recruitment has been the focus over the past few years to achieve at least the minimum of 300. We review this number regularly at the Workforce Planning meetings and currently predict one leaver per month which will bring this establishment number down. We also have fifteen operational employees that are eligible to retire this year, which would also look to reduce this figure.

There is a further intake planned of six apprentices to commence in September 2024

GP.1.02 - Actual vs Establishment - On-Call

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	96	96	96	96	96	96	96	96	96	96	96	96	B > 95%
	2023/2024	65.8	65.4	61.4	60.4	61.3	59.9	58.4	57.6	56.3				G > 89.9%
	Status	R	R	R	R	R	R	R	R	R				A < 90%
														R < 85%
Average YTD	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	What is good
	2023/2024	68.5%	68.4%	66.9%	65.9%	65.5%	65.0%	64.4%	63.8%	63.3%				Higher is better
	Status	R	R	R	R	R	R	R	R	R				

Ref	GP.1.02
Owner	HR
Comparison	Target
Source	iTrent

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

As the focus has predominantly been on the Wholetime recruitment, we haven't seen the intake that we would have liked for On Call this year. However, we have been working at increasing our On Call establishment at a number of different stations and have an intake of 13 new recruits that are due to commence in February 2024 and a further intake planned for August 2024.

GP.1.03 - Actual vs Establishment - Support

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	133	133	133	133	133	133	133	133	133	133	133	133	B >100%
	2023/2024	126	126	125	123	127	125	126	124	126				G > 94.9%
	Status	A	A	A	A	G	A	A	A	A				A < 95%
														R < 90%
Average	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	What is good
	2023/2024	94.7%	94.7%	94.5%	94.0%	94.3%	94.2%	94.3%	94.2%	94.2%				Higher is better
	Status	A	A	A	A	A	A	A	A	A				

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

Although the figures within this report show that we commenced in April with 126 support employees and we are still reporting at this number in December, this number reflects a number of new vacancies that have been established and leavers from a few existing positions. These vacant positions are being recruited to and we currently have one vacancy with the Line manager being reviewed before its advertised. The other vacancy that we are unable to recruit to at the moment is a Cook position at Beaconsfield. This position has been advertised a number of times and leaflets have been delivered locally, however we have still not been able to appoint to this role.

GP.1.04 - Staff Turnover

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	B
	2023/2024	0.6%	3%	1.5%	0.2%	0.8%	1%	0.8%	0.2%	1%				G < 1%
	Status	G	R	A	G	G	A	G	G	A				A < 2%
														R > 1.9%
Average	Prev 5 year	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	< 1%	What is good
	2023/2024	0.6%	1.8%	1.7%	1.3%	1.2%	1.2%	1.1%	1.0%	1.0%				Less is better
	Status	G	A	A	A	A	A	A	A	A				

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

We ask all employees that leave the Service to complete an exit interview. They are also able to have it with a member of SMT or HR. Any concerns are escalated and investigated.

We run a report on these quarterly and review any feedback received for themes and action accordingly.

GP.1.05 - Absence

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Wholetime	226	226	226	226	226	226	226	226	226	226	226	226	B < 20%
Target	226	226	226	226	226	226	226	226	226	226	226	226	G < 0%
2023/2024	75.5	147	147	187	141	237	173	241	322				A > 0%
Status	B	B	B	B	B	A	B	A	R				R > 10%
Support	103	103	103	103	103	103	103	103	103	103	103	103	What is good
Target	103	103	103	103	103	103	103	103	103	103	103	103	Less is better
2023/2024	81.2	81.4	71	23	70	49	59	64	93				
Status	B	B	B	B	B	B	B	B	G				

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.

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GP.1.06 - Employee Assistance Programme

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

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

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

Third party supplier have had a change in systems which has prevented us from utilising the same metrics. New targets and outcomes are now being re-calculated. This will be in place by Q4 reporting.													
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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.

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GP.1.08 - Appraisal & Objectives Completion

	Q1	Q2	Q3	Q4
Target	75%	95%	95%	95%
2023/2024	58%	63%	86%	
Status	A	R	A	
Target	75%	95%	95%	95%
2023/2024	47%	66%	93%	
Status	R	R	G	

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.

Following on from a Service wide push in Q3 we were able to significantly increase the number of returns throughout this quarter. By targeting departments directly, identifying the barriers to returns, offering training and support we have the highest number of returns since the introduction of appraisals into the organisation. Using the momentum built, as we approach the time for end of year submissions, we will once again be providing training and supporting managers with regular updates on returns with the aim to reach the target of 75% end of year returns throughout Q1 of 2024/2025.

GP.1.09 - Mandatory E-Learning Completed

Wholetime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	10%	20%	30%	40%	50%	60%	70%	80%	90%			
2023/2024	16%	29%	33%	36%	40%	40%	42%	44%	47%			
Status	G	G	G	G	G	A	R	R	R			

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

Support

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	10%	20%	30%	40%	50%	60%	70%	80%	90%			
2023/2024	12%	23%	30%	37%	43%	45%	47%	53%	56%			
Status	G	G	G	G	G	A	R	R	R			

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.

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

Grievances

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

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

Disciplines

2022/2023	0	0	0	0	0	0	0	0	4	4	1	1
2023/2024	1	2	1	2	0	1	0	1	0			
Status	G	A	G	A	G	G	G	G	G			

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	16.1	
Status	G	B	G	

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

What is good
Less is better

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

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

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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	8	
Status	G	G	G	

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

Cumulative

Prev 3 year	9.0	16.3	27.0	39.3
2023/2024	9	15	23	
Status	G	G	G	

What is good
Less is better

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

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

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GP.2.03 - Near Miss Events Recorded

	Q1	Q2	Q3	Q4
Quarterly				
Prev 3 year	12.3	9.7	7.3	9.3
2023/2024	13	8	6	
Status	A	G	G	
Cumulative				
Prev 3 year	12.3	22.0	29.3	38.7
2023/2024	13	21	27	
Status	A	G	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.

GP.2.04 - Vehicle Incidents

	Q1	Q2	Q3	Q4
Quarterly				
Prev 3 year	9.7	8.3	10.0	12.3
2023/2024	20	15	8	
Status	R	A	G	
Cumulative				
Prev 3 year	9.7	18.0	28.0	40.3
2023/2024	20	35	43	
Status	R	R	A	

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.

GP.2.05 - RIDDOR reportable Injuries

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	2.0	0.7	1.0	3.7
2023/2024	3	0	1	
Status	A	G	A	
Cumulative				
Prev 3 year	2.0	2.7	3.7	7.3
2023/2024	3	3	4	
Status	A	A	A	

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

What is good
Less is better

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

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

The single RiDDOR injury in Q3 related to a training exercise where a firefighter slipped on wet surface. The firefighter was then off work for more than 7 calendar days which made this RIDDOR reportable.

GP.2.06 - Attacks on Members of Staff

	Q1	Q2	Q3	Q4
Quarterly Prev 3 year	0.7	0.3	1.0	1.3
2023/2024	2	1	1	
Status	A	A	A	
Cumulative				
Prev 3 year	0.7	1.0	2.0	3.3
2023/2024	2	3	4	
Status	A	A	A	

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

What is good
Less is better

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

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

During a house fire, a firefighter was struck by a member of public and impeded the firefighter from carrying out their duties. The member of public was later arrested at scene by TVP. The firefighter was not injured from the attack.

GP.2.07 - Equipment Damage


		Q1	Q2	Q3	Q4
Quarterly	Prev 3 year	10.7	15.3	9.7	12.7
	2023/2024	20	16	9	
	Status	A	A	G	
Cumulative	Prev 3 year	10.7	26.0	35.7	48.3
	2023/2024	20	36	45	
	Status	A	A	A	

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

What is good
Less is better

Ref	GP.2.07
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.

A young man in a firefighter's uniform is smiling and holding a sign. The sign has a drawing of a fire bucket and a hose. The background shows a fire station with various equipment.

Always keep
a bucket of
water or
hosepipe
nearby in
case of fire.

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	36,450	36,450	36,450				B	Within 0.5%
													G	Within 1.0%
Forecast	36,450	35,938	35,772	35,749	36,109	36,131	36,154	36,227	36,200				A	Within 2.0%
% Difference	0	-1.4%	-1.9%	-1.9%	-0.9%	-0.9%	-0.8%	-0.6%	-0.7%				R	> 2% difference
Status	B	A	A	A	G	G	G	G	G					

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.

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PV.1.02 - Bank Shift Cost (£)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Prev 3 year	105K	95K	99K	104K	114K	114K	130K	120K	101K	59K	77K	82K	B	
	2023/2024	105k	101k	92K	90K	113K	89K	84K	65K	79K				G	< 0%
	Status	A	A	G	G	G	G	G	G	G				A	> 0%
														R	> 10%
Cumulative	Prev 3 year	105K	200K	299K	403K	517K	631K	761K	881K	982K	1041K	1118K	1200K		
	2023/2024	105k	206k	298K	388K	502K	591K	675K	740K	819K					
	Status	A	A	G	G	G	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.

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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	4	10	7			
	Target	0	0	0	0	0	0	0	0	0	0	0	0
	Returned Late	1	2	0	1	1	0	3	1	0			
	Status	A	R	G	A	A	G	R	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.

PV.3.01 - Compliments and Complaints

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Compliments		-	-	-	-	-	-	-	-	-	-	-	B 0
		-	-	-	-	-	-	-	-	-	-	-	G 1
	2023/2024	0	1	1	1	1	0	1	3	1			A > 1
Status	-	-	-	-	-	-	-	-	-	-	-	-	R > 2
Complaints		-	-	-	-	-	-	-	-	-	-	-	What is good
		-	-	-	-	-	-	-	-	-	-	-	Monitor
	2023/2024	1	2	2	2	0	0	3	1	1			
Status	G	A	A	A	B	B	R	G	G				

Ref	PV.3.01	Number of compliments and complaints received each month. This does not identify if the complaints were upheld.
Owner	Legal & Governance	
Comparison	Monitor	
Source		

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	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	B > 10%
														G Within 10%
	2023/2024	14.1	13.5	19.9	16.0	18.9	16.7	20.7	17.5	18.2				A < 10%
Status	R	B	B	R	B	B	B	B	B					R < 20%
Cumulative														What is good
														Higher is better
	2023/2024	14.1	27.6	47.5	63.6	82.5	99.2	119.9	137.4	155.6				
Status	R	G	B	G	G	B	B	B	B					

Ref	PV.3.02	Total number of unique engagements with our social media content across Facebook, Instagram, Twitter and LinkedIn.
Owner	MarComms	
Comparison	Previous year	
Source	Social Media Platforms	

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PV.3.03 - Website Visits (000's)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	13.7	12.5	15.7	21.2	16.8	14.5	?	?	?				B > 10%
	2023/2024	13.2	13.4	17.6	14.5	15.9	16.6	?	?	?				G Within 10%
	Status	G	G	B	R	G	B	?	?	?				A < 10%
														R < 20%
Cumulative	Prev 5 year	13.7	26.1	41.9	63.1	79.9	94.4	?	?	?				What is good
	2023/2024	13.2	26.5	44.2	58.7	74.6	91.2	?	?	?				Monitor
	Status	G	G	G	G	G	G	?	?	?				

Ref	PV.3.03	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.
Owner	MarComms	
Comparison	Monitor	
Source	Google Analytics	

An update to google analytics has meant that we are no longer able to measure this metric in the same way.

New metrics and targets are currently being calculated and will be available in Q4's report.

PV.4.01 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	B > 99%
	2023/2024	97.2%	97.6%	98.0%	98.0%	99.2%	97.7%	99.2%	98.7%	98.1%			G > 95%
	Status	G	G	G	G	B	G	B	G	G			A > 90%
													R < 90%
Cumulative	Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	What is good
	2023/2024	97.2%	97.4%	97.6%	97.7%	98.0%	98.0%	98.1%	98.2%	98.2%			Higher is better
	Status	G	G	G	G	G	G	G	G	G			

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.

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PV.4.02 - Network Uptime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	?	?	?	?	?	?	?	99.9%	99.9%	99.9%	99.9%	B
	2023/2024	?	?	?	?	?	?	?	100%				G 100%
	Status	?	?	?	?	?	?	?	?	G			A >99.79%
													R <99.80%
Cumulative	Target	?	?	?	?	?	?	?	99.9%				What is good
	2023/2024	?	?	?	?	?	?	?	100%				Higher is better
	Status	?	?	?	?	?	?	?	?	G			

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 managed by Buckinghamshire Council

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PV.5.01 - Internal Audits

	Feb-21	Jun-21	Oct-21	Feb-22	Jun-22	Sep-22	Feb-23	Jun-23	Oct-23			
Number	-	-	-	-	-	-	-	-	-	-	-	-
	19	23	22	21	22	29	12	13	4			
	Status	-	-	-	-	-	-	-	-	-	-	-
Percentage	Target	10%	10%	10%	10%	10%	10%	10%	10%			
	2023/2024	14%	7%	29%	19%	22%	30%	13%	14%	4%		
	Status	A	G	R	A	R	R	A	A	B		

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

What is good
Less is better

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

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PV.5.02 - Projects

	Q1	Q2	Q3	Q4	
In Progress	-	-	-	-	
	15	13	15		
	-	-	-	-	
Off Track	Target	<3	<3	<3	<3
	2023/2024	0	0	0	
	Status	B	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	The number of projects the service has in progress, and the number of those deemed to be 'at project status red' (off track - not recoverable). This excludes projects in relation to property.
Owner	PMO	
Comparison	Target	
Source	PMO	

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PV.6.01 - Carbon Emissions—Tonnes of CO2

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

B	
G	
A	
R	

What is good
Less is better

Ref	PV.6.01
Owner	Finance & Property
Comparison	Target
Source	

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

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PV.6.02 - Printing

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2022/2023	<20K	<20K	<20K	<20K	<20K	<20K	<20K	<20K	<20K	<20K	<20K	<20K
2023/2024	18.6k	23.2k	22.9k	18.7k	17.2k	21.6k	26.9k	23.8k	14.7k			
Status	G	A	A	G	G	A	R	A	G			

B	< 10k per month
G	< 20k per month
A	< 25k per month
R	> 25k per month

Cumulative

2022/2023	<20K	<40K	<60K	<80K	<100K	<120K	<140K	<160K	<180K	<200K	<220K	<240K
2023/2024	18k	42k	65k	83k	101k	122k	149k	173k	188k			
Status	G	A	A	A	A	A	A	A	A			

What is good
Less is better

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

The number of sheets of paper used for printing, per month, both internally and by 3rd party suppliers. Historical information for this measure is not available.

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