Buckinghamshire & Milton Keynes Fire Authority

Meeting and date: Executive Committee, 22 March 2023

Report title: Performance Management – Q3 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:

That the recommendation below be approved for submission to the Authority:

1. It is recommended that the Performance Management – Q3 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

The following changes have been made to the measures:

Work in progress measure now reportable:

- R.2.03 - Wholetime – Response Model
- R.2.04 - On-Call – Response Model
- GP.1.06 - Welfare Support
- PV.3.03 - Social Media

This report comprises of the Service performance against these measures for Q3 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 Q3(YTD), 59 measures reported with a Blue, Green, Amber or Red status and 11 are for information.

BRAG	Number		Total	%
	Target	Monitor		
B	8	0	8	11
G	22	6	28	40
A	8	2	10	14
R	21	3	24	35

There are 5 measures that are work in progress and will be developed over 2022/23.

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	2 February 2023	Approved for submission to SMB
Strategic Management Board	21 February 2023	Approved for submission to Exec

Next steps -

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

Background papers:

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/

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)

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: **January**
Reporting Quarter: **Q3**
Last Updated: 23rd **February 2023**

Q2 Highlighted Measures - Review

Response: Average attendance time to all (R.1.04)

Q1	G
Q2	R
Q3	R

In quarter two, BFRS' average response time measure was highlighted, not only due to its off-trend outcome, but also because it helped highlight the link between so many measures.

By the end of quarter three BFRS' average attendance time for the year was practically in the same position as it was at the end of quarter two, 36 seconds slower than the average of the previous five years.

The comments made for quarter two are still relevant to the outcomes of quarter three. It's also worth remembering that the reported figure is a cumulative average. Quarter two (summer pressures) saw 27% more incidents attended than in quarter three and therefor has a larger impact on the overall outcome.

Quarter two comments:
Following a review of the incidents, this figure can in part, be attributed to:
- The exceptional increase in demand over the summer, both number of incidents and the type (increasing simultaneous demand).
- The location of the incidents – incidents during hot spells tended to be located away from built up locations, consequently, further from stations.
- The high level of vacancies for both wholetime and on-call firefighters.

Finally, while not visible within this report yet, the work throughout the year aimed at improving resource availability will start to have an impact on numerous measures and outcomes in quarter four, including this one.

Q3 Highlighted Measure - New

Great Place to Work: Actual vs Establishment - Wholetime

Q1		A
Q2		R
Q3		R

Having our wholetime firefighter numbers fully established has been the Service's number one priority during 2022/2023.

BFRS continually adapts its processes to meet this target alongside its plan to appeal to a wider diversity of candidates. The Workforce Planning Group meets regularly to understand and manage all aspects impacting these outcomes. This group looks at areas such as leaver analysis, recruitment, training and development and forecasting.

2022/2023 saw more of its wholetime firefighters (18 so far) transfer to other FRS than any other year since at least 2012. This coupled with the very high demand in local, and further afield training facilities has proven the biggest challenge achieving its target.

Despite the high demand on training facilities, BFRS has run two Firefighter Development Programmes (FFDP) compared with the usual one, and two new transferee programmes.

Looking forward, BFRS have two more FFDPs and transferee programmes planned, with the goal of procuring additional spaces where available.

It is also worth noting that the wholetime firefighter establishment was increased by 20 within 2022/2023.

Public Impact

Home	PI.1.01	Accidental Dwelling Fires (ADFs)	B	G	Home	PI.1.06	Deliberate fires to dwelling (not own)	B	B
	PI.1.02	Serious ADFs	B	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	G	G		PI.1.09	Fire & Wellness visits	R	R
	PI.1.05	False alarms	R	A		PI.1.10	% Fire & Wellness visits to vulnerable	B	B

Work	PI.2.01	Primary fires in non-doms	R	R	Work	PI.2.05	Deliberate fires to non-dom (not own)	A	R
	PI.2.02	Serious fires in non-doms	R	A		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	A	G
	PI.2.04	Serious fire related injuries - non-doms	G	G		PI.2.08	Fire safety Audits completed	G	G

Travel	PI.3.01	Number of RTCs attended	R	G	Communities	PI.3.05	Deliberate secondary fires (others)	G	R
	PI.3.02	RTC fatalities	B	B		PI.3.06	Deliberate primary fires (others)	B	R
	PI.3.03	RTC Injuries - serious	R	R					
	PI.3.04	RTC Injuries - slight	B	B					

NOTES:

PI.2.01 - Primary fires in non-doms

A previous highlighted measure. Analysis into the sudden increase identified a single location that was mainly responsible for the rise in numbers. Service Delivery are now working to reduce fires at this targeted location.

PI.1.01 - Accidental Dwelling Fires - & - PI.1.02 - Number of serious Accidental Dwelling Fires

Both the number of ADFs and serious ADFs continue to show a reduction in numbers. It's worth remembering that these numbers are being compared with the previous five years, which were at the time an improvement when compared with previous performance. A detailed report in relation to fires in the home is currently being drafted and will be available to Service Delivery within the coming months.

Response

Incidents

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

Ops Res

Ref	Description		
R.3.01	Maintenance of competencies	R	-
R.3.02	Hydrants	?	?
R3.03	High Risk Site Information	A	-

Response Model

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

NOTES:

R.2.05 - Over The Border (OTB) mobilisations into BFRS grounds

The utilisaton of neighbouring service's resources has been extremely high this year. While summer pressures (July & August) does account for over 40% of that utilisation, all months other than June saw a significant increase on its support from other Fire & Rescue services.

Some of this is down to geography (location of the neighbouring stations), and some can be attributed to simultaneous demand. There is also the impact of BFRS resource availability being less than planned. A report which will help the Service understand and identify it's demand during 2022/2023 will be processed after year end.

Great Place to Work

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

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

NOTES:

GP.1.04 - % Staff Turnover
The workforce planning group not only looks at current and future recruitment, it also tries to understand why staff are leaving and the impact this has on the Service. With this in mind, two reports are being finalised to share with HR to better understand the reasons behind people's decisions to leave.

GP.1.06 - Welfare & Support
This is the first KMP report to include details of the welfare & support figures since it was developed at the beginning of the year. The figures show how many times BFRS staff or their families have reached out for support. This has been split between 'calls' and 'online'. For the time being, this is being highlighted as for monitoring purposes only.

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	-	G
	PV.3.03	Social Media	?	B

PMO	PV.5.01	Internal Audits	R	R
	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:

PV.1.04 - Bank Costs

The cost of the BFRS Bank pool remains high. This, like other highlighted measures can be attributed to the Wholetime Firefighter workforce not being fully established. Work continues not only with recruitment, but also ensuring models such as Day Crewing are more attractive to firefighters.

KPM Summary

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
Monthly	2022	19	23	22	21	22	29	22	20	22			
Monthly	Status	B	B	B	R	G	R	B	B	B			
Cumulative	Prev 5 year	24	53	77	96	119	142	167	192	221	248	276	295
Cumulative	2022	19	42	64	85	107	136	158	178	200			
Cumulative	Status	B	B	B	B	G	G	G	G	G			

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	9	8	6	7	7	7	8	8	9	8	8
Monthly	2022	6	4	10	9	7	17	6	8	6			
Monthly	Status	B	B	A	R	G	R	G	G	B			
Cumulative	Prev 5 year	8	17	25	31	38	45	52	60	68	78	86	94
Cumulative	2022	6	10	20	29	36	53	59	67	73			
Cumulative	Status	B	B	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
Monthly	2022	0	0	0	0	1	0	0	0	0			
Monthly	Status	G	G	G	G	A	G	G	G	G			
Cumula	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
Cumula	2022	0	0	0	0	1	1	1	1	1			
Cumula	Status	G	G	G	G	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**

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	0			
	Status	G	G	G	A	G	G	G	G	G			
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	1			
	Status	G	G	G	G	G	G	G	G	G			

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

What is good
Less is better

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	91	142			
	Status	R	G	G	G	G	R	G	B	R			
Cumulative	Prev 5 year	88	186	282	394	514	624	741	844	938	1020	1108	1190
	2022	100	200	299	413	530	653	770	861	1003			
	Status	R	A	A	G	G	G	G	G	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			
	Status	B	B	B	B	B	B	R	A	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			
	Status	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**

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			
	Status	B	B	B	G	R	B	G	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			
	Status	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	1	1			
	Status	B	G	G	G	G	G	R	G	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	12	13			
	Status	B	B	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	89	119	82	127	158	157	156	130	176			
	Status	R	R	R	R	R	R	R	R	R			
Cumulative	Target	300	600	900	1200	1500	1800	2100	2400	2700	3000	3300	3600
	2022	89	208	290	417	575	732	888	1018	1194			
	Status	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**

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	72%	81%	82%	90%	91%	87%	87%	82%	93%			
	Status	G	B	B	B	B	B	B	B	B			
Cumulative	Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
	2022	72%	77%	78%	82%	84%	85%	85%	85%	86%			
	Status	G	G	G	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			
	Status	B	R	B	R	R	B	G	R	R			
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			
	Status	B	A	G	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			
	Status	B	G	B	R	R	G	B	B	R			
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			
	Status	B	B	B	R	R	R	A	A	A			

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			
	Status	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			
	Status	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**

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

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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			
	Status	G	G	G	G	G	G	G	G	G			

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	0.0	0.2	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			
	Status	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

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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			
	Status	R	R	R	R	R	R	R	R	A			

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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			
	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

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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			
	Status	A	G	G	R	G	G	G	G	G			

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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			
	Status	A	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**

PI.2.07 - Non-domestic property false alarms

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	112	128	125	149	142	152	155	147	137	138	121	117
	2022	111	125	113	133	136	140	146	114	162			
	Status	G	G	G	B	G	G	G	B	A			

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	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	1180			
	Status	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

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Target	20	20	20	20	20	20	20	20	20	20	20	20
	2022	10	32	27	29	23	32	19	28	23			
	Status	R	B	G	G	G	B	A	G	G			

Cumulative		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Target	20	40	60	80	100	120	140	160	180	200	220	240
	2022	10	42	69	98	121	153	172	200	223			
	Status	R	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**

PI.3.01 - Road Traffic Collisions (RTC)

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	B	B	A	G	A	G	R	R			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	B	B	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

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	B	B	B	G	G	A	A	B			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	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

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	A	R	R	R	A	B	B	R			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	A	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 serious injuries recorded at Road Traffic Collisions
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	**PI.3.03**

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			
	Status	B	B	B	B	B	G	B	B	B			
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			
	Status	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**

PI.3.05 - Deliberate Secondary Fires

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	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			
	Status	B	A	B	R	R	B	R	G	G			
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			
	Status	B	G	G	A	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
Monthly	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			
	Status	G	R	B	R	R	B	G	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			
	Status	G	R	G	A	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

R.1.01 - Total number of incidents

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	581	599	621	695	657	627	590	577	542	512	498	529
2022	568	599	568	864	880	626	622	543	700			
Status	G	G	B	R	R	G	A	B	R			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	581	1180	1801	2496	3153	3780	4370	4947	5488	6000	6499	7028
2022	568	1167	1735	2599	3479	4105	4727	5270	5970			
Status	G	G	B	A	A	A	A	A	A			

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

What is good	
For monitoring only	

Description	Total number of incidents attended within Bucks and MK (excluding co-res)
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	**R.1.01**

R.1.02 - Co-Responder Incidents

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	A	G	A	G	G	B	G	B	B			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	A	G	A	G	G	G	G	G	G			

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

What is good	
For monitoring only	

Description	Number of co-responder incidents attended by BFRS staff in MK and Bucks
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	**R.1.02**

R.1.03 - Effecting Entry/exit incidents attended

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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	23	25	26			
Status	R	R	R	B	R	R	R	R	R			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	16	31	44	59	75	90	106	123	146	161	183	203
2022	18	42	61	69	88	112	135	160	186			
Status	R	R	R	R	R	R	R	R	R			

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

What is good	
For monitoring only	

Description	Number of effecting entry/exit incidents attended
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	**R.1.03**

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**	**09:01**	**09:04**	**09:19**			
Monthly	Status	A	G	B	R	R	R	A	A	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**			
Cumulative	Status	A	A	G	R	R	R	R	R	R			

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

What is good
Quicker is better

Description	Average attendance time to incidents attended (excluding co-res)
Owner	Response
Data source	BFRS IRS
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**	**07:18**	**07:28**			
Monthly	Status	R	G	B	R	R	R	G	B	G			
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**			
Cumulative	Status	R	R	A	R	R	R	R	R	R			

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

What is good
Quicker is better

Description	Average attendance time to Accidental Dwelling Fires
Owner	Response
Data source	BFRS IRS
Pattern	Monthly
Comparison	Previous five year average
Reference	**R.1.05**

R.2.01 - Availability - Wholetime

Monthly	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%			
Status	R	R	R	R	R	R	R	R	R			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	-	-	-	-	-	-	-	-	-	-	-	-
2022	91.2%	92.8%	92.5%	91.7%	90.3%	89.8%	89.2%	89.2%	88.5%			
Status	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

Monthly	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%			
Status	R	R	R	R	R	R	R	R	R			

Cumulative	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	-	-	-	-	-	-	-	-	-	-	-	-
2022	5.4%	7.8%	7.8%	8.1%	7.7%	7.5%	7.4%	7.3%	6.8%			
Status	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

Day	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			
Status	A	G	A	A	R	A	R	A	R			

Night	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	11.69	11.38	11.33	11.26	10.65	11.1	10.87	11.23	10.42			
Status	G	G	G	G	A	G	A	G	A			

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

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
Day	2022	0.2	0.35	0.2	0.55	0.16	0.3	0.23	0.23	0.32			
Day	Status	R	R	R	R	R	R	R	R	R			
Night	Prev 5 year	3	3	3	3	3	3	3	3	3			
Night	2022	1.07	1.9	1.47	1.55	0.74	1.06	10.6	0.8	0.13			
Night	Status	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
Monthly	2022	130	163	118	436	358	194	198	157	223			
Monthly	Status	A	R	B	R	R	R	R	R	R			
Cumulative	Prev 5 year	115	239	375	536	673	802	928	1048	1158	1260	1352	1459
Cumulative	2022	130	293	411	847	1205	1399	1597	1754	1977			
Cumulative	Status	A	R	G	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
Monthly	2022	51	58	48	97	77	37	52	29	39			
Monthly	Status	B	G	G	B	B	A	G	G	R			
Cumulative	Prev 5 year	43.2	90	137	198	256	299	349	381	433	475	511	549
Cumulative	2022	51	109	157	254	331	368	420	449	488			
Cumulative	Status	B	G	B	B	B	B	B	B	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

R.3.01 - % Maintenance of competencies completed

Quarterly		Q1	Q2	Q3	Q4
	Target	95%	96%	97%	98%
	Actual	**65%**	**52%**	**61%**	
	Status	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			
	Overdue	8	5	5	6	6	6	4	3	3			
	Status	R	A	A	R	R	R	A	A	A			

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			
	2022	278	275	272	262	255	256	254	268	268			
	Status	G	G	A	R	R	R	R	R	R			
Cumulative	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2022	99.3%	98.8%	95.9%	93.7%	91.9%	90.8%	89.9%	89.8%	89.8%			
	Status	G	G	G	A	A	A	R	R	R			

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			
	2022 (FTE)	65.3	63.9	62.5	62.4	62.0	62.4	64.3	64.3	64.2			
	Status	R	R	R	R	R	R	R	R	R			
Cumulative	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2022	68%	67%	67%	66%	66%	66%	66%	66%	66%			
	Status	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			
	2022	121	120	119	119	123	121	124	123	124			
	Status	A	A	R	R	A	A	A	A	A			
Cumulative	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2022	91%	91%	90%	90%	91%	91%	91%	91%	91%			
	Status	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**

GP.1.04 - % Staff turnover

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	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%			
	Status	A	A	R	A	G	R	A	G	A			
YTD Averag	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%			
	Status	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
Monthly	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
Calls	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			
	Status	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			
	Status	G	A	A	A	A	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**

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

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

Annual	Q1	Q2	Q3
Target	95%	95%	95%
2022/2023	27%	43%	37%
Status	R	R	R

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**

GP.1.10 - Total number of Grievance/Discipline cases

In progress

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	G	G	R	A	R	R	R	R			

Completed

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	G	G	G	R	R	R	A	A	R			

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**

GP.2.01 - Injury Rate per 1,000

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

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

Quarterly		Q1	Q2	Q3	Q4
	Prev 3 year	11	10	9	11
	2022	8	5	12	
	Status	G	G	A	

Cumulative		Q1	Q2	Q3	Q4
	Prev 3 year	11	21	30	41
	2022	8	13	25	
	Status	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

Quarterly		Q1	Q2	Q3	Q4
	Prev 3 year	12	10	6	9
	2022	12	13	10	
	Status	A	A	G	

Cumulative		Q1	Q2	Q3	Q4
	Prev 3 year	12	22	28	37
	2022	12	25	35	
	Status	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**

GP.2.04 - Number of vehicle accident reports

Quarterly		Q1	Q2	Q3	Q4
	Prev 3 year	11	11	11	11
	2022	9	8	9	
	Status	G	G	G	

Cumulative		Q1	Q2	Q3	Q4
	Prev 3 year	11	22	33	44
	2022	9	17	26	
	Status	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

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

Cumulative		Q1	Q2	Q3	Q4
	Prev 3 year	1	1	2	5
	2022	4	6	6	
	Status	R	R	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

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

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

Quarterly

	Q1	Q2	Q3	Q4
Prev 3 year	13	9	10	13
2022	15	18	8	
Status	A	A	G	

Cumulative

	Q1	Q2	Q3	Q4
Prev 3 year	13	22	32	45
2022	15	33	41	
Status	A	A	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

PV.1.01 - Net Expenditure per person per year

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

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

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

What is good		Pattern	Annual
Below national average		Comparison	National Average
		Reference	**PV.1.01**

PV.1.02 - Firefighter costs per person per year

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

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

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

What is good		Pattern	Annually
Below national average		Comparison	National Average
		Reference	**PV.1.02**

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

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

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

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

What is good		Pattern	Annually
Higher is better		Comparison	Against thresholds
		Reference	**PV.1.03**

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			
	Status	A	G	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			
	Status	A	A	A	A	A	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**

PV.2.01 - Number of reportable data breaches

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

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 withing the statutory timescales

Monthly		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%**			
	Status	G	G	G	G	G	G	G	G	G			

B	
G	100%
A	
R	< 100%

What is good	

Description	Subject access requests responded to withing 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

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

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

Monthly		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%			
	Status	G	G	G	G	G	G	G	G	G			

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**

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

Domestic		17/18	18/19	19/20	20/21	21/22
	Target	99%	99%	99%	99%	99%
	Actual	95%	98%	99%	98%	97%
	Status	G	G	G	G	G

Non-Dom		17/18	18/19	19/20	20/21	21/22
	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

Compliments	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year												
2022	2	0	1	0	1	1	0	1	0			
Status	-	-	-	-	-	-	-	-	-	-	-	-

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

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)

Instagram	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2021/2022												
2022/2023												
Status												

Facebook	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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			
Status	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	
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
Monthly	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Monthly	2022	98.1%	96.4%	95.3%	95.8%	92.7%	97.6%	97.1%	96.3%	97.2%			
Monthly	Status	B	G	G	G	G	G	G	G	G			
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Cumulative	2022	98.1%	97.2%	96.5%	96.3%	95.6%	96.0%	96.1%	96.2%	96.3%			
Cumulative	Status	B	G	G	G	G	G	G	G	G			

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

What is good
Higher is better

Description	The % of ICT Helpdesk tickets responded to with SLA.
Owner	ICT
Data source	Vivantio
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
Monthly	Prev 5 year												
Monthly	2022												
Monthly	Status												
Cumulative	Prev 5 year												
Cumulative	2022												
Cumulative	Status												

B	
G	
A	
R	

What is good

Description	
Owner	ICT
Data source	
Pattern	
Comparison	
Reference	**PV.4.02**

PV.5.01 - Internal Audit - Overdue actions

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

(Left axis: Number / %)

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
	-	-	-	-
2022	**15**	**15**	**13**	
Status	G	G	G	

(Left axis: Quarterly)

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
Target	5%	5%	5%	5%
2022	**0**	**0**	**0**	
Status	G	G	G	

(Left axis: Quarterly)

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**

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

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

B	
G	
A	
R	

What is good	

Description	
Owner	
Data source	
Pattern	
Comparison	
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												
Monthly	2022												
Monthly	Status												
Cumulative	Prev 5 year												
Cumulative	2022												
Cumulative	Status												

B	
G	
A	
R	

What is good	

Description	
Owner	
Data source	
Pattern	
Comparison	
Reference	**PV.6.02**