

For Publication

Bedfordshire Fire and Rescue Authority
14 December 2021

REPORT AUTHOR: CHIEF FIRE OFFICER

SUBJECT: PERFORMANCE REPORT QUARTER 2 (2021-22) (April 2021 to September 2021)

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Background Papers:

Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	OTHER (please specify)	
	New		

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To present a summary of organisational performance at the end of the second quarter of the financial year.

RECOMMENDATIONS:

That Members:

1. Consider the Service's performance against the delivery of the Authority's Community Risk Management Plan (CRMP) at the end of Quarter 2 and consider any issues arising.
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1. Background

- 1.1. Both operational and corporate performance is monitored and managed internally via the regular Corporate Management Team (CMT) meeting.
- 1.2. The Key Performance Indicators (KPI) and targets included within the report reflect those established as part of the Authority's 2021/22 planning cycle, and in support of the strategic aims set out in the Authority's Community Risk Management Plan 2019-2023 (CRMP):
 - Section 3-5: Prevention, Protection and Response (Service Delivery);
 - Section 6: Utilising and Maximising (Corporate Services);
 - Section 7: Empowering (Human Resources)
- 1.3. One of the strategic priorities set out in the CRMP is to enable better access to data and performance insight as doing so will help empower staff to greater ownership for delivering performance improvements at a local level. To support this strategic priority, the Service is undertaking a comprehensive review of how it captures and utilises the broad range of risk and performance data available.
- 1.4. This report contains a revised and expanded set of Service Delivery KPIs that are aligned to the service delivery aims of the CRMP, namely Prevention, Protection and Response. These KPIs are drawn from a greatly expanded set of over 220 KPIs

measuring both output and outcome performance across the Prevention, Protection and Response areas of the Service. They have been devised to give a Service level view of performance but also allow 'drill-down' to local levels and, where applicable, they are aligned to the measures used by the Home Office and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to benchmark performance between other fire and rescue services.

- 1.5. It is likely that this performance report will continue to evolve during the next year as work continues to expand the technical capabilities of the Business Information Team and increase the breadth and availability of risk and performance information.
 - 1.6. Performance data is collected from the Incident Recording System (IRS) and internal databases such as iTrent, Protection and Safe and Well databases. For a variety of reasons some records take longer than others to upload to the IRS and other databases and therefore totals are constantly being amended (by relatively small numbers). The performance report therefore represents a 'snapshot' based upon the best information available at the point in time this report was prepared.
2. Performance Reporting by Exception
- 2.1. The following sections of the report present an overview of performance in key areas of the Service, providing explanatory narrative on specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement.
 - 2.2. Service Delivery performance is presented from 3 perspectives:
 - Comparison against the annual target levels;
 - Comparison with performance at the same point last year;
 - Comparison with the 5-year average.

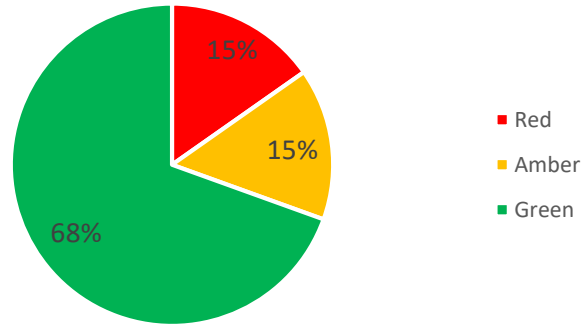
2.3. The status of each measure is noted using the following key:

Colour Code	Exception Report	Status
GREEN	n/a	Met or surpassed target
AMBER	Required	Missed but within 10% of target
RED	Required	Missed target by greater than 10%

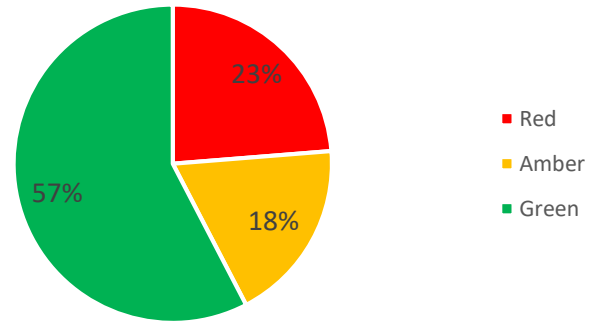
Note: It should be noted that all targets are represented as 100% of the target for that period and the actual as a percentage of that target.

Management Summary

1. Breakdown of Performance Achievement Against Current Target



2. Breakdown of Performance Achievement Against Previous Year





PREVENTION

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Total number of primary fires	Down	381	461	-17.35%	387	-1.55%	502.60	-24.19%
Number of (primary) fire fatalities	Down	1	2	-50.00%	1	0.00%	1	0.00%
Number of (primary) fire injuries where victim went to hospital	Down	16	14.5	10.34%	16	0.00%	11.20	42.86%
No. of Deliberate (Arson) Fires	Down	323	354.5	-8.89%	282	14.50%	460.80	-29.90%
Total number of primary fires - dwellings - accidental	Down	122	165	-26.06%	151	-19.20%	176	-30.68%
Total number of primary fires - dwellings - deliberate	Down	13	15	-13.33%	15	-13.33%	17.20	-24.42%
Total number of primary fires - other buildings - deliberate	Down	22	22.5	-2.22%	21	4.76%	25	-12.00%
Number of delivered Safe and Well visits	Up	4772	5000	-4.56%	2017	136.59%	2184	118.50%
Total number of secondary fires	Down	489	461.5	5.96%	653	-25.11%	607.80	-19.55%

Prevention Commentary:

Primary Fires

The number of primary fires is 17.35% better than target and 24.19% lower than the five-year average. Performance is similar to the same quarter last year. The good performance this year is mainly due to a significant reduction in the number of dwelling fires attended.

Number of (primary) fire fatalities

There have been no fire fatalities recorded in this quarter. There was a fire fatality in Q1 which was commented on in the Q1 performance report.

Number of (primary) fire injuries where victim went to hospital

This quarter there have been 6 fire injuries where the victim went to hospital, bringing the total for Q1-Q2 to 16 which is 10.34% worse than target. Of the six injuries one was deemed to be serious (requiring in-patient treatment) and the other five deemed to be injuries likely to require outpatient treatment. These injuries arose from six fires (all accidental) consisting of five dwelling fires and one outdoor fire involving a barbeque. Four of the fires and injuries arose from cooking activity. Cooking activity continues to cause a proportion of dwelling fires and injuries and the Service regularly emphasises cooking safety during Safe and Well visits and media messaging.


Number of delivered Safe and Well visits

The target for safe and well visits has been narrowly missed by 4.56%. However, despite not quite meeting the target, numbers so far are more than double those for the same period last year and the five-year average. Some of the opportunities to gain referrals presented by FRS presence at vaccination centres have reduced and we have seen a decline in numbers of referrals via the online portal. The prevention team is actively engaging with other agencies at work in the community to encourage them to make referrals for vulnerable households they encounter. The prevention team is also going to be delivering training to teams from other agencies enable to them to identify fire risk and make referrals and to deliver safe and well visits in the community.

Total number of secondary fires

The target for secondary fires has been narrowly missed by 5.96%. However, secondary fires show a strong seasonal trend, with 69% of all secondary fires over the last 5 years occurring in Q1+Q2. When this seasonal trend is considered, performance

projection is actually significantly better than whole year target. This can be appreciated by comparing this Q1+Q2 total against the same period last year and the five-year average.

 PROTECTION								
Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
% of Building Regulations consultations completed on time	Up	75%	95%	-21.05%	98%	-23.46%	95%	-21.05
Total Fire Safety Audits/inspections completed	Up	1554	1200	29.50%	640	142.81%	857.4	81.25%
Total number of primary fires in non-domestic buildings	Down	54	62	-12.90%	47	14.89%	80	-32.50%
The number of automatic fire detector false alarms in non-domestic properties	Down	357	275	29.82%	298	19.80%	194.00	84.02%

Protection Commentary:

% of Building Regulations consultations completed on time

Out of the 230 Building Consultations 58 were not responded to within the 15-day period providing a compliance level of 75%. There is an ongoing shortage of qualified Fire Safety Inspectors within the protection team as a result of high staff turnover due to a high number of retirements and leavers and the time it takes to develop new staff. A number of complex consultations have also been received simultaneously, for example including a single site where several tall buildings were being built where the consultations were all received at the same time. To respond to these pressures the service continually reviews internal management processes and the need for each technical role type. Adverts will be released shortly to fill vacancies.

Total number of primary fires in non-domestic buildings

The target has been met for the number of primary fires in non-domestic buildings. The total for Q2 this year is higher than the previous year, however, national lockdown was in place in Q2 of the previous year with many premises closed. This is likely to have been a factor in the lower number of fires last year.

The number of automatic fire detector (AFD) false alarms in non-domestic properties

The target has been missed by 29.82%. The single largest category of premises types is retirement/care homes (15%), followed by warehouse premises, (9%) schools (9%) and hospitals (8%). The South Wing Hospital Bedford had the largest number of false alarms with 15 false alarms followed by the L&D Hospital Luton at 13 false alarms (these are both large sites). Around 60% of the total is from a single false alarm attendance to a building. The Service aims to reduce attendance to this type of false alarm through call handling. There is no automatic attendance made to calls originating from AFD alarms during office hours in lower risk premises - there is questioning by Control staff as to the cause of the alarm before a decision is taken to mobilise resources. The protection team also takes action on any individual premises identified as having unacceptably high levels of fire alarm system related false alarms. Further analysis is being undertaken to try to understand why the number of attendances to AFD false alarms appears to be rising and how this might be reduced.



RESPONSE

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Total Emergency Calls received	Down	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total Incidents	Down	3399	n/a	n/a	3205	6.05%	3312.2	2.62%
Total Fires	Down	876	n/a	n/a	1049	-16.49%	1210.8	-27.65%
Total Special Services	Down	1144	n/a	n/a	836	36.84%	781.2	46.44%
Total False Alarms attended	Down	1379	n/a	n/a	1320	4.47%	1320.2	4.45%
% of emergency calls answered within 7 seconds	Up	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Average Call Handling Time (Bedfordshire incidents (Sec))	Down	127.33	60	112.22%	139.50	-8.72%	154	-17.32%
Average response time to primary fires (Sec)	Down	594.96	600	-0.84%	587	1.32%	615	-3.26%
Average response time to secondary fires (Sec)	Down	626.80	1200	-47.77%	625	0.28%	626	0.17%
Average response time to RTCs (Sec)	Down	659.04	780	-15.51%	639.95	2.98%	648.79	1.58%
RDS availability of 1st pump - primary available or alternate available	Up	58%	90%	-35.45%	74.09%	-21.58%	70.00%	-17.01%
% of time whole-time global crewing availability enabled 9 riders on 2 pump responses	Up	48.2%	90%	-46.42%	72.36%	-33.36%	61.12%	-21.11%
The % of occasions global wholetime crewing met minimum level	Up	96.4%	n/a	n/a	99.73%	n/a	99.56%	n/a

Response Commentary:

- **Total Incidents-** Remain broadly comparable with the same period last year, there is not a significant variance from the 5 year average. Incident demand is however linked to appliance availability
- **Total Special Services-** There has yet again been an increase in these types of calls, this was expected as we have worked with partners to widen the types of call we respond to. These include, affecting entry, Missing Persons, Bariatric rescue, Co-responding and a Falls team. We have trained 22 Firefighters to Co-respond with another 14 planned. This may bring our Co-responding stations to 5. However, talks continue with EEAST to put the schemes on a more stable footing.
- **Average Call Handling Time (Bedfordshire incidents (Sec))** We successfully went live with our new mobilising system, there are many advantages over the old system. However, statistically it is too soon to measure the impact in this report.
- **RDS availability of 1st pump - primary available or alternate available –** Recruitment and retention continue to be a challenge in the On-Call, a new project will commence this year to look at new innovative ways of managing the On-Call workforce.
- **% of time whole-time global crewing availability enabled 9 riders on 2 pump responses-** The whole-time global crewing has been affected this quarter by several factors including, extra annual leave to be taken after a carry-over of annual leave and people shielding or isolating. We have advertised for whole-time transferee including HGV drivers, a recruits course of 10 new apprentice Firefighters and we have extended fixed term contracts for day crew Firefighters at Leighton Buzzard. Borough Commanders are looking at a range of options including more flexible crewing models between whole-time and On-Call.



EMPOWERING - Human Resources

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
The percentage of working time lost due to sickness (excludes RDS/On-Call)	Down	1.75%	4.4%	-60.23%	3.00%	-41.67%	3.84%	-54.47%
The percentage of the RDS/On-Call workforce with 4 or more incidences of sickness in a 12 month period	Down	0.00%	5.0%	-100.00%	3.53%	-100.00%	3.63%	-100.00%

Empowering – Human Resources Commentary:

- Both measures on target



EMPOWERING - Organisational Development

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Percentage of station based operational BA wearers that have attended an assessed BA course within the last 2 years	Up	98%	98%	0.00%	90%	8.89%	97%	0.62%
Percentage of EFAD qualified LGV drivers that have attended an EFAD course within the last 3 years	Up	98%	98%	0.00%	93%	5.38%	98%	-0.41%
Percentage of station based operational staff that have attended WFR course within the last 3 years	Up	97%	98%	-1.02%	87%	11.49%	97%	0.41%
Percentage of station based operational BA wearers that have attended Compartment Fire Behaviour course within the last 2 years	Up	96%	98%	-2.04%	74%	29.73%	94%	2.35%
Percentage of watches/sections at BFRS stations that have at least 60% of operational personnel qualified in Trauma Care	Up	78%	98%	-20.41%	78%	0.00%	93%	-15.72%
Percentage of station based operational staff that have attended a Working at Height Operator or Supervisor Revalidation course within the last 3 years	Up	90%	98%	-8.16%	76%	18.42%	94%	-4.05%
Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role	Up	100%	98%	2.04%	79%	26.58%	95%	5.26%

Percentage of Safety Critical Maintenance training programmes completed by Whole-time Operational Personnel via PDR Pro within the last 12 months	Up	94%	92%	2.17%	93%	1.08%	94%	0.43%
Percentage of Safety Critical Maintenance training programmes completed by RDS/ On-Call Operational Personnel via PDR Pro within the last 12 months	Up	87%	90%	-3.33%	86%	1.16%	87%	0.00%
Percentage of Safety Critical Maintenance training programmes completed by Control Personnel/WM Control via PDR Pro within the last 12 months.	Up	91%	90%	1.11%	83%	9.64%	89%	2.02%
Percentage of Safety Critical Maintenance training programmes completed by Senior Management roles (SC to SOC) via PDR Pro within the last 12 months.	Up	92%	92%	0.00%	94%	-2.13%	94%	-1.71%
Percentage of Safety Critical Maintenance training programme completed by Watch Commander - Day Duty via PDR Pro within last 12 months	Up	92%	92%	0.00%	92%	0.00%	94%	-1.60%

Empowering - Organisational Development Commentary:

Commentary:

The Service continues to manage the impact on training due to the pandemic, centrally delivered safety critical training continues to be delivered using Covid secure protocols, which are required to protect our frontline response.

Despite the requirement for the Service to implement Covid secure restrictions a total of 223 training courses have been recorded on the course management system during Q2 of 21/22.

The Training and Development department has been impacted by both instructional staff and students requiring to self-isolate across Q2, with 2 Service instructors testing positive for Covid-19 in this period.

The priority for Training and Development in 2021/22 remains focusing on reaching the levels of training and assessments carried out in previous years.

T3 - Percentage of station based operational staff that have attended a Water First Responder or Water Technician course within the last three years

1 water course had to be cancelled in Q2 due to Covid-19 impacting crewing and as a result target was missed by 1%.

T4 - Percentage of operational BA wearers (station based) that have attended Compartment Fire Behaviour course within the last two years

Performance against this target has been missed by 2%, two Compartment Fire Behaviour courses were cancelled in Q2 due to the training host (London Luton Airport) being unable to facilitate the course at short notice.

T5 - Percentage of station based operational Emergency Care for Fire and Rescue trained personnel that have attended a requalification course within the last three years.

Emergency care courses resumed in Q1 following a suspension due to the national lockdown. Due to the practical nature of the course requiring close physical contact, courses have only been able to resume at 50% of the normal class size currently. As a result a 6% improvement has been made on the previous quarter.

T6 - Percentage of station based operational Working at Height Operators that have attended a Working at Height recertification assessment within the last three years.

Performance against this target has improved by 3% from the previous quarter.

One Working at Height course had to be cancelled in Q2 due to Covid-19 impacting instructional staff.

T8b - Percentage of Safety Critical Maintenance training programmes completed by On-Call Operational Personnel via PDR Pro within the last 12 months.

Whilst the target has been missed, this is historically a stretch target, and Training and Development are providing ongoing support to the on-call sections that are not achieving targets for their individual stations. There has been an improvement on the previous quarter by 3%.

T8c - Percentage of Safety Critical Maintenance training programmes completed by Control Personnel via PDR Pro within the last 12 months.

This target has seen a decline against the previous quarter and Training and Development team are liaising with Control Station Manager to address the reasons for this. Control personnel have been busy implementing the new mobilising system and this may have resulted in the slight drop of the KPI performance.



EMPOWERING - Health & Safety

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Number of serious accidents (over 28 days) per 1000 employees	Down	3.80	1.89	101.27%	1.87	102.94%	1.14	234.41%
Number of working days/shifts lost to accidents per 1000 employees (excluding RDS//On-Call employees)	Down	253.34	145.575	74.03%	196.66	28.82%	101.95	148.49%
Number of 24 hour cover periods lost to accidents per 1000 RDS/On-Call employees.	Down	2419.38	351.81	587.69%	2350.45	2.93%	512.98	371.63%

Empowering – Health and Safety Commentary:

- **H1 Number of Serious Accidents**

The quarter 2 actual figure of 3.80 equates to two over 28 day injuries. This involved an On-Call firefighter who while taking part in confined ladder pitch training during quarter 1, injured his wrist resulting in a fracture and an On-Call firefighter who suffered a fall during Station BA training.

- **H2 Number of working days/shifts lost to accidents per 1000 employees (excluding On Call (RDS) employees).**

The quarter 2 actual figure of 253.34 is due to an additional 54 working days/shifts lost in that period. 10 of these days were as a result of 5 workplace accidents in quarter 2 within this category. The remaining additional 44 days are attributed to one knee injury which occurred in March 2021. The injury occurred whilst a firefighter was walking on the incident ground and felt a sudden pain in their left knee. The injured person has yet to return to work.

- **H3 Number of 24 hour cover periods lost to accidents per 1000 On Call (RDS) employees.**

The quarter 2 actual figure of 2419.38 is due to an additional 112.85 cover periods lost during this period as a result of 4 workplace injuries. Two of these workplace accidents occurred in quarter 2 within this category resulting in 13.55 cover periods lost. The remaining 99.30 were associated with an injury in quarter 1 caused during a ladder drill and an injury sustained during hot fire training in October 2019. This injury has resulted in long term sickness since the event took place and the individual remains absent.



UTILISING - Fleet

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Grade A Defect Response Time (within 1 hour)	Up	95.32%	90%	5.91%	95.45%	-0.14%	91.76%	3.88%
Grade A Defect Response Time (within 2 hours)	Up	95.32%	95%	0.33%	100.00%	-4.68%	98.84%	-3.56%
The percentage of time when Rescue Pumping Appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Down	1.96%	5%	-60.89%	1.71%	14.54%	2.32%	-15.74%
The percentage of time when Aerial Appliances and SRU were unavailable for operational use due to an annual service defect or other works. (Turnaround Time)	Down	3.13%	5%	-37.44%	2.93%	6.92%	2.69%	16.42%
The percentage of time when other operational appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Down	0.39%	3%	-86.85%	0.26%	49.95%	0.43%	-8.98%
The number of hours as a percentage the appliance is unavailable for operational response in the reporting period, other than for the time measured under the turn-a-round time. (Idle time)	Down	1.09%	2%	-45.65%	1.04%	4.24%	1.07%	1.88%

The total time expressed as a % when ALL Appliances were available for operational use after the turn-a-round time and idle time are removed from the total time in the reporting period	Up	97.76%	93%	5.12%	98.13%	-0.38%	97.62%	0.15%
Annual Services undertaken	Up	100.00%	97%	3.09%	100.00%	0.00%	100.00%	0.00%

Utilising – Fleet Commentary:

All measures are on target



MAXIMIZING - Finance

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Percentage of routine financial reports distributed within 6 working days of period-end closure	Up	100.00%	90%	11.11%	100.00%	0.00%	100.00%	0.00%
Percentage of uncontested invoices paid within 30 days	Up	91.95%	96%	-4.21%	90.88%	1.18%	94.55%	-2.74%
Percentage of outstanding debt over 90 days old	Down	0.93%	1.5%	-38.33%	5.98%	-84.52%	4.78%	-80.63%

Finance Year end Measures (these measures are reported later in the year due to the yearend closure of accounts process)

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Percentage of annual planned efficiency savings achieved by year end	Up	100%	100%	0.00%	87%	14.94%	93.14%	7.37%
Return on investment	Up	0.70%	1%	-22.22%	1.13%	-38.05%	0.90%	-22.57%

Maximising – Finance Commentary :

- **Percentage of uncontested invoices paid within 30 days** Measure is amber due to the many invoices still being received without a valid purchase order in place, and delays in managers authorizing invoices for payments.
- **Return on investment** - despite active treasury management as a result of the continued low Bank interest rates the rates available for investments continues to be below the budgeted rates.



MAXIMIZING - Information and Communication Technology

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q2 Target	Actual v Target	2020/21 Q2 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
The Number of Incidents on Mission Critical services resolved within 1 Hour	Up	100.00%	95%	5.26%	100.00%	0.00%	96.60%	3.52%
The Number of Incidents on Business Critical services resolved within 2 Hours	Up	100.00%	97%	3.09%	100.00%	0.00%	100.00%	0.00%
The Number of Incidents on Business Operational services resolved within 4 Hours	Up	100.00%	95%	5.26%	100.00%	0.00%	99.00%	1.01%
The Number of Incidents on Administration Services resolved within 8 Hour	Up	94.00%	93%	1.08%	88.28%	6.48%	92.83%	1.26%
Core ICT services availability	Up	100.00%	98%	2.04%	100.00%	0.00%	100.00%	0.00%
Business Applications Availability	Up	100.00%	98%	2.04%	100.00%	0.00%	99.88%	0.12%

Maximising ICT Commentary:

- Core ICT services availability All metrics on target

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