

For Publication

Bedfordshire Fire and Rescue Authority
2 February 2023

SUBJECT: PERFORMANCE REPORT FOR END OF QUARTER TWO (2022-23)

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Background Papers: Previous quarterly updates

Implications

This table provides a short statement of the impact of the recommendations in this report and/or a reference to the relevant paragraph/s in the report.

Will this report affect any of the following?

	Yes / No	Impact / Reference
Financial Implications	No	Any adjustments to budgets as a result of this paper will be discussed and cost implications reported to Members in line with our Members Handbook and governance arrangements.
Risk Management	Yes	Our Corporate Risk Register is reviewed monthly by the HSSA and a quarterly update presented to the Audit and Standards Committee.
Legal Implications	No	Our performance is reported in line with the Fire Service Act 2004 and Fire and Rescue Service National Framework 2018.

Privacy and Security Implications	No	Performance reports are produced in line with GDPR and information security legislation. There are no privacy issues or security implications from this report.
Duty to Collaborate	No	The <u>Policing and Crime Act 2017</u> requires the Authority to consider opportunities for collaboration with the police and ambulance services.
Health and Safety Implications	No	Health and safety performance implications are discussed at the Health and Safety Steering Group. Any serious implications for staff and third parties will be reviewed by the Health and Safety Manager and reported to Members.
Equality, Diversity and Inclusion	No	Where performance affects people with protected characteristics under the Equality Act 2010, we will give due regard to the public sector equality duty. A People Impact Assessment (PIA) is produced for all Projects, Strategies and public events. The purpose of a PIA is to support consideration of equality and diversity issues in the design, development and delivery of activity, change, projects, procedures, guidance and technical notes across the Service.
Environmental Sustainability	No	The Natural Environment and Rural Communities Act 2006 requires that a public authority must, in exercising its functions, have regard, so far as is consistent with the proper exercise of those functions, to the purpose of conserving biodiversity. Consider the impact of the proposals on climate change, harmful emissions, consumption of resources and sustainability. The Environment Bill which is scheduled to gain Royal Assent in Autumn 2021 creates a new enforcement regime overseen by the Office for Environmental Protection if a public authority has allegedly failed to comply with environmental law.

Consultation and Communication	No	Our approach to Communications and Engagement is set out in our Comms and Engagement Strategy 2022-23. This includes our principles of consultation.
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PURPOSE:

To present a summary of organisational performance at the end of the second quarter of the financial year 2022-23.

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 the second quarter 2022-23 and consider any issues arising.

1. Executive Summary

- 1.1 We are performing well with reference to current targets but not so well when compared to last year. The exceptionally hot dry weather earlier in the year is likely to be a factor in the increased number of both accidental and deliberate primary fires. Appropriate action has been taken by CSO (Arson) to address repeat locations, clusters, ‘hotspots’ and emerging trends/patterns in respect of deliberate fires wherever possible and this will continue to be focus of arson prevention work when identified
- 1.2 Total number of primary fires are increasing and are returning to levels seen before the pandemic. However. The total number of accidental fire fatalities, and fire injuries where victim went to hospital has fallen dramatically.
- 1.3 We see considerable success in the total number of delivered Home Fire Safety visits, and total number of Home Fire Safety visits delivered to high-risk groups. Performance on training, fleet maintenance, ICT, and health and safety is good. Key financial indicators are sound apart from small numbers affecting the percentage of outstanding debt over 90 days old.

1.4 The percentage of working time lost due to sickness remains a challenge but greater support and management action is underway to address this. The numbers of staff with Covid symptoms, flu and colds have not helped.

2. Background

2.1. Both operational and corporate performance is monitored and managed internally via the regular Corporate Management Team (CMT) meeting.

2.2. The Key Performance Indicators (KPI) and targets included within the report reflect those established as part of the Authority's 2022/23 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)

2.3. 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.

2.4. 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 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to benchmark performance between other fire and rescue services.

2.5. The FRA meeting in July 2022 received an update report on the 2022/23 PI's, including rationalisation of certain PI's which are reported to the Authority. In the main these updates including re-wording some PI's for clarity, and some current PI's reported to the FRA that will instead be scrutinised at CMT, will be incorporated during the year.

2.6. 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.

3. Performance Reporting by Exception

3.1. 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.

3.2. Service Delivery performance is presented from 3 perspectives:

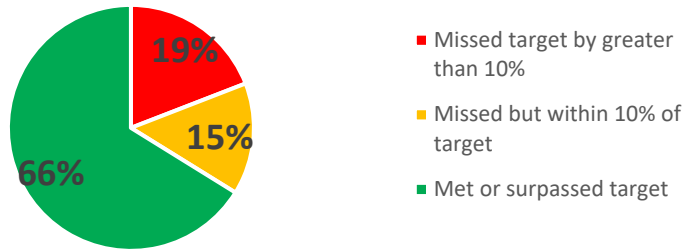
- Comparison against the annual target levels;
- Comparison with performance at the same point last year;
- Comparison with the 5-year average.

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

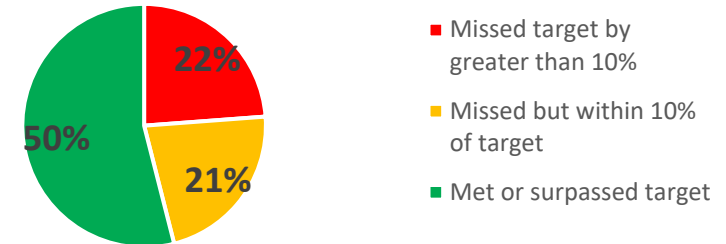
Colour Code	Exception Report	Status
GREEN	n/a	Met or surpassed target
AMBER	Required	Missed but within 10% of target
RED	Required	Missed target by greater than 10%

Note: All targets are represented as 100% of the target for that period and the actual as a percentage of that target.

1. Breakdown of Performance Achievement Against Current Target



2. Breakdown of Performance Achievement Against Previous Year



PREVENTION

Performance Indicator	KPi Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
Total number of primary fires	0002a	Down	494	409.5	+20.63%	386	+27.97%	481.60	+2.57%
Total number of accidental fire fatalities	0013e	Down	0	0	n/a	2	-100.00%	1	-100.00%
Total number of (primary) fire injuries where victim went to hospital	0014a	Down	13	14	-7.14%	18	-27.78%	14.80	-12.16%
Total number of deliberate (Arson) Fires	0003a	Down	495	343.5	+44.10%	327	+51.38%	427.60	+15.76%
Total number of accidental primary dwelling fires	0002ai-i	Down	145	160.5	-9.66%	121	+19.83%	161.80	-10.38%
Total number of deliberate primary dwelling fires	0002ai-ii	Down	20	15.5	+29.03%	13	+53.85%	16.60	+20.48%

Total number of deliberate primary other building fires	0002aiiii-ii	Down	24	22	+9.09%	23	+4.35%	25.00	-4.00%
Total number of delivered Home Fire Safety visits	0015	Up	4442	5000	-11.14%	4818	-7.80%	2546.40	+74.44%
Total number of Home Fire Safety visits delivered to high risk groups	0016a	Up	1180	n/a	n/a	1199	-1.58%	595.80	+98.05%
Total number of secondary fires	0002b	Down	923	430.5	+114.40%	509	+81.33%	626.60	+47.30%

Prevention Commentary:**Total number of primary fires**

The increase in primary fires compared to last year is due to increases in the number of dwelling, outdoor, outdoor structure and road vehicle fires. The exceptionally hot dry weather earlier in the year is likely to be a factor in the increased number of both accidental and deliberate primary fires. As a result, the primary fire target has been missed by 20.63% and the number of primary fires is significantly higher than the same quarter last year. However 2021-22 had a low number of primary fires compared to previous years. The number of fires is 2.57% higher compared to the five-year average for this quarter. Primary fires show some seasonality, on average over the past five years 54% of primary fires for the year were in Q1-Q2. Accounting for this seasonality, the projection is that the number of fires may be 11.7% over target by year end.

No. of Deliberate (Arson) Fires

There is a strong correlation between levels of rainfall and deliberate fires. The linear target for the quarter has been exceeded by 44%. Compared to the same period last year all categories of deliberate fires have shown an increase with an overall increase of 51%. Deliberate primary outdoor fires increased by 200% (from 16 to 48), deliberate secondary fires increased by 55% (from 222 to 345). Q1-Q2 22-23 has been significantly hotter and drier than Q1-Q2 21-22 which very likely to be a factor in the increase compared to last year. Overall, deliberate fires show seasonal patterns with 63% of the total deliberate fires in Q1-Q2 over the past five years. When seasonality is taken into account, the current projection is that the annual target will be missed by 14%. Using the new Geographical Information System tool procured by the Service Community Safety Officer (Arson) has produced maps of deliberate fires showing repeat locations, clusters, 'hotspots' and emerging trends across the county. These have been made available to Station Commanders and other BFRS staff to enable them to focus activity in areas of repeat locations, clusters, 'hotspots' and emerging trends/patterns. Appropriate action has been taken by CSO (Arson) to address repeat locations, clusters, 'hotspots' and emerging trends/patterns in respect of deliberate fires wherever possible and this will continue to be focus of arson prevention work when identified

Total number of primary fires - dwellings - deliberate

The target for the number of deliberate dwelling fires has been missed by 29.03%. There have been 16 deliberate primary dwelling fires recorded with the cause of deliberate (others property) or deliberate (unknown owner) and 4 as being deliberate (own property). Of the 16 fires recorded as being deliberate (others property) or deliberate (unknown owner) 2 were in dwellings that were unoccupied and under construction. The rest were occupied as were the 4 recorded as being deliberate (own property). There have not been any repeat locations in respect of the 20 primary deliberate dwelling fires. As reported previously in Q1 there were three arson attacks in close proximity at Green Court, Hockwell Ring and Thorntondale, Luton. All were linked

to the same suspect. There have been two recorded fatalities related to deliberate fires, one at Green Court, Luton and one at Redwood Grove Bedford. Data on all our deliberate fires together with a commentary on the repeat locations, clusters, 'hotspots' and emerging trends/patterns is provided to the three Community Safety Partnership Tasking Groups and local policing teams on a monthly basis.

Total number of primary fires - other buildings - deliberate

The target for deliberate primary 'other buildings' fires has been missed by 9.09%. Fires in this category show some seasonality with 58% of fires occurring in Q1-Q2. Taking account of this seasonality the projection is that the target for the year may be achieved. There have been 24 primary other buildings fires and whilst none have been recorded as being derelict, 12 of the 24 records say that the buildings were unoccupied and permanently vacant. Of the fires in occupied buildings 5 were at HMP Bedford. Whilst the number of fires at HMP Bedford is of concern, this is the lowest number of fires recorded over the previous five years (in Q1-Q2 20-21 there were 11 deliberate fires).

Number of delivered Safe and Well visits

The target, numbers are 74.44% more than the five-year average. However, the target for safe and well visits has been missed by 11.14%. 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 has delivered training to teams from other agencies to enable them to identify fire risk and make referrals and to deliver safe and well visits in the community. The development of a new e-form for delivery of home fire safety visits is nearing completion. The new e-form will ensure all aspects of the NFCC person centred framework are addressed and will capture much more comprehensive data on fire safety risks in the home and FRS interventions. This will facilitate improved risk profiling and evaluation. In line with NFCC guidance, going forward the term Home Fire Safety Visit will be used in promotional material rather than Safe and Well visit. This will not affect the content of visits which will still, where appropriate, address wider issues such as smoking, falls risks, alcohol consumption, winter warmth, crime prevention and social isolation. The Service is being proactive to address potential increased dwelling fire risks associated with impact of cost-of-living increases on vulnerable households. For example, there is now a volunteer in place to provide support to households where fuel poverty is identified. NFCC have produced a cost-of-living toolkit and national campaign, 'StayFireSafe'. This will be used to encourage people to take simple steps in the home to protect themselves from accidental fires and carbon monoxide poisoning.

Total number of secondary fires

Secondary fires show seasonal variation with 71% of fires occurring in Q1-Q2, however, even taking account of this, the current projection is that the annual target will be exceeded by 50%. As a result, the target for the number of secondary fires has been

missed by 114%. As set out above, Q1-Q2 has been exceptionally hot and dry compared to previous years. 77% of the total secondary fires were outdoor fires and 37% of the total secondary fires have been recorded as deliberately started. The percentage of secondary fires recorded as deliberate is lower than the five-year average for Q1-Q2 of 44%. BFRS engaged in community messaging about the greater risks of fire due to the hot dry conditions and discouraged the use of barbeques and other behaviours that can increase the risk of fires starting. It is anticipated that the publication of national statistics will confirm that other FRS have also experienced abnormally high numbers of secondary fires due to the weather conditions this year. This highlights the impact that climate change may have on the number of incidents attended by FRS.



PROTECTION

Performance Indicator	KPi Ref	Aim	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
The percentage of Building Regulations consultations completed on time	Pi15	Up	97%	95%	+2.11%	86%	+12.79%	94%	+3.63%
			237/244						
Total Fire Safety Audits/inspections completed	Pi16	Up	1069	1200	-10.91%	1655	-35.41%	1004.6	+6.41%
Number of Building Regulations consultations responded to	0022a	Up	244	n/a	n/a	264	-7.58%	118	+106.78%
Total number of primary fires in non-domestic buildings	0039	Down	46	60.5	-23.96%	59	-22.03%	56.4	-18.44%
Total number of automatic fire detector false alarms in non-domestic properties	0011a	Down	345	343.5	+0.04%	377	-8.49%	255.2	+35.18%
Total number of prohibition notices served	TBA	Up	16	n/a	n/a	5	+220%	1.8	+788.89%
Total number of enforcement notices served	TBA	Up	6	n/a	n/a	2	+200%	1.5	+300%


Total Fire Safety Audits/inspections completed

The number of fire safety audits & inspections completed is 10.91% below target. Hard to fill vacancies in specialist fire safety posts have impacted the number of audits conducted, along with competing workstreams e.g. Building Regulations consultation, supporting the development of new fire safety advisors and time spent on Accreditation of Prior Experience and Learning (APEL) for some inspectors in order to meet competency framework requirements. An additional four new Fire Safety Advisers have joined the protection team as part of the plan to bring the team back up to full strength. However, due to competency


development requirements, it will be some time before the investment in these new team members delivers significant output in terms of increased audit numbers. Despite the total number of audits and inspections being below target, there has been an unprecedented amount of formal enforcement activity, with 6 Enforcement Notices and 16 Prohibition Notices served in Q1-Q2. This enforcement work is resource intensive and also impacts capacity to undertake routine audits. 13 of the Prohibition Notices have been served on Houses in Multiple Occupation (all in Luton). There is some lag in the recording of basic fire safety checks by operational crews and the number of these inspections may increase in subsequent quarters.

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

The target has been very narrowly missed, and performance is better than last year. Retirement, care home & other residential home premises account for 18.3% of the total of these false alarms. The next highest categories are schools (13.6%), hospital premises (11.6%), & warehouse premises (6.67%). Around 50% 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 & interventions by the protection team. Call handling has the greatest scope for reducing the number of incidents attended. Fire Control now record the reason if a mobilisation is made during normal working hours to AFD in lower risk premises, in order to enable better understanding & analysis.

	RESPONSE: Incident Totals								
Performance Indicator	KPI Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
Total Incidents	0001	Down	4032	n/a	n/a	3482	+15.80%	3315.2	+21.62%
Total Fires	0001a	Down	1375	n/a	n/a	903	+52.27%	1155.4	+19.01%
Total Special Services	0001b	Down	1285	n/a	n/a	1172	+9.64%	855	+50.29%
Total False Alarms attended	0001c	Down	1372	n/a	n/a	1407	-2.49%	1304.8	+5.15%

NOTE: The measures highlighted in bold below and overleaf relate to the CRMP Emergency Response Standards

		RESPONSE: Resource Availability							
Performance Indicator	KPi Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/2 2 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
The percentage availability of first on-call pump	0034	Down	65%	90%	-27.49%	60%	+9.42%	67%	-3.20%
The percentage of time whole-time global crewing availability enabled 9 riders on 2 pump responses	0040	Down	43%	90%	-52.22%	20%	+115.00%	41%	+6.17%
			78/182						
The percentage of occasions global wholetime crewing met minimum level (4 riders)	0040a	Down	94%	100%	-6.01%	96%	-2.54%	99%	-4.91%
			344/366						



RESPONSE: Response Time Performance

Performance Indicator	KPi Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
Total Emergency Calls received	0028	Down	10133	n/a	n/a	n/a	n/a	n/a	n/a
The percentage of emergency calls answered within 7 seconds	0028a	Up	n/a	n/a	n/a	n/a	n/a	n/a	n/a
The Percentage of emergency calls handled within 60s	0029e	Up	17.06% 688 / 4032	80%	-78.68%	n/a	n/a	n/a	n/a
Average Call Handling Time for Bedfordshire incidents (Sec)	0029	Down	125.87	60	+109.79%	129.77	-3.01%	137.89	-8.71%
The Percentage of Primary Fires attended within 10 mins (From Time of Send/Alert)	0030g	Up	43.30% 205 / 474	80%	-45.88%	n/a	n/a	n/a	n/a
Average response time to primary fires (Sec)	0030a	Down	633.81	600	+5.64%	579.44	+9.38%	594.31	+6.65%
The Percentage of RTC's attended within 13 mins (From Time of Send/Alert)	0030f	Up	62.76% 141 / 224	80%	-21.55%	n/a	n/a	n/a	n/a
Average response time to RTC'S (Sec)	0030d	Down	670.18	780	-14.08%	654.89	+2.33%	653.93	+2.49%
The Percentage of Secondary Fires attended within 20 mins (From Time of Send/Alert)	0030e	Up	91.66% 824 / 899	96%	-4.52%	n/a	n/a	n/a	n/a
Average response time to secondary fires (Sec)	0030b	Down	655.84	1200	-45.35%	600.17	+9.28%	607.72	+7.92%

Percentage of time whole-time global crewing availability enabled 9 riders on 2 pump responses –

Total Incidents- We have seen another increase in total incidents attended in Q2 which continues the recent trend. However, this quarter has seen incidents (Fires) go up when compared to the last year's figures and 5-year average, this is likely to be linked to the hottest summer on record, with double the number of fires in July and triple in August. Special services also account for a large increase with a jump of 50% on the 5-year average, (see below). False Alarms are the next contributor which we are working to reduce with colleagues in Fire Control and Protection and have seen a drop in attendances after some of the pro-active actions taken to call challenge.

Total Fires- Total numbers of fires have continued the increase seen in Q1 and have significantly increased on the 5-year average during Q2 of this year. It is highly likely this links to dry and extremely hot weather and a particularly low number last year. Secondary fires account for the biggest increase. Response teams remain focussed on prevention activity as contained in station plans carried out a 6-month review of activities at the end of this period.

Total Special Services- Special service incidents have increased again, which can be attributed to the ever-evolving operational environment. The important work carried out to support the NHS with winter pressures looks likely to continue as the health sector struggle to catch up after the pandemic. BFRS support the NHS with a range of activities including bariatric response, Falls Teams, Emergency Medical Response and Co-responding. The new concept of operations for the whole East region is up and running, BFRS have now seen invoiced EEAST for agreed activities for the last two quarters with invoices to EEAST averaging around £3.4k per month.

Total False Alarms- These remain broadly in line with the 5-year average. However, it is positive to see a 2.5% decrease in mobilisations. This has coincided with a review of mobilisation rationale which has had a positive impact, we are looking to empower decision making in the Control room. We want to continue to explore this further call challenge within the current policy framework and more autonomy to not mobilise to repeat locations where risk is low i.e., sleeping risk during the day etc to bring mobilisations below or in line with the 5-year average.

Percentage availability of first on-call pump- There have been improvements at most On Call stations however recruitment and retention continue to be a challenge in the On-Call both locally, regionally and nationally. Bedford has should an increase of over 15%, Woburn increase of 8% and Kempston at 93%. It has been pleasing to see the new GC On Call projects hit the ground running, there have been several internal / external stakeholder meetings and discovery work is on track. We are committed to reshaping the model to improve availability in our rural communities. Significant work has been started to develop local solutions that work for our people and our communities. Key deliverables will be factored into the CRMP 2023 – 2027.

Percentage of time whole-time global crewing availability enabled 9 riders on 2 pump responses- We have seen an increase to 43% (up by 2%) but we are still some way of the KPI of 90%. The challenges in crewing on our wholetime stations can be linked to several factors for example transfers and resignations. To mitigate these challenges, we have brought forward the next recruit course to maintain the 55 per colour watch. We have also seen some of our transfers to LFB enquire about a return to BFRS which is positive. Stn C's will be reminded about the OT policy in regard to requesting a 5th rider via DGC.

It needs to be understood that we do currently maximise overall pump availability by deploying the 5th person on a 2-pump station to increase pump availability at On Call locations. This increases our number of pumps available in key strategic locations but may reduce the global crewing for this specific KPI, success in the On-Call project will have a direct impact on this measure.

The % of occasions global wholetime crewing met minimum level (4 riders)- This remains slightly below target and a similar trend to last year, this will be positively impacted on due to the proactive work of the recruitment working group.

% emergency calls answered within 60 seconds – This average remains low compared to the KPI. More in depth analysis with the new mobilising system will be required before we can make an informed decision about the relevance of the current KPI target. Meetings are on-going with Motorola to address some system performance issues.

Average Call Handling Time for Bedfordshire incidents (Sec) - This is of interest to the NFCC and Central program office who are seeking to assist us with benchmarking with other FRS and how they record this measure. The service control team will be reviewing this KPI to ensure it is realistic. In addition, we have started a Fire Control project to improve resilience and introduce more capacity for training and professional development. This will improve the consistency across the four watches and competence with the new system. We are reviewing the blanket 60 second handling time to consider splitting to addressable locations in 60 seconds and non-addressable locations to 120 seconds, this will be more reflective of the work undertaken to identify nonaddressable locations in various location tools. A decision will be made on this in due course and is being discussed at the KPI working group.

% of primary fires attended within 10 mins- This measure has been impacted by the significant impact of the hot summer, high incident demand pulls pumps out of cover bases and results in longer travel times. On-Call availability which remains a challenge also compounded this as there were less pumps to back-fill cover moves. The Luton pump trial is expected to improve this and came online at the end of this quarter. We will achieve an improved spatial distribution of cover across Luton, Dunstable, Houghton Regis and Toddington. Modelling suggests this will have a positive impact of around 34 seconds on average. Live trial data will be used to bring forward proposals in our future CRMP 2023-27. Potentially we will be 9% lower than previous year.

% of RTCs attended within 13 mins- This measure has been impacted by the significant impact of the hot summer, high incident demand pulls pumps out of cover bases and results in longer travel times. On-Call availability which remains a challenge also compounded this as there were less pumps to back fill cover moves, again we expect this to improve as part of the risk cover review trials, especially with the introduction of an additional crewed appliance in the A1 East corridor during the next CRMP which will see further improvements in first pump attendance times. We have had a promising start to Q3 with 75% to date for both months against the KPI.

% of secondary fires attended within 20 mins – This remains very slightly below target, but only missed by few percent.



EMPOWERING

Human Resources

Performance Indicator	KPi Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
The percentage of working time lost due to sickness (excludes On-Call)	HR1	Down	3.52%	4.4%	-20.00%	1.75%	+101.14%	3.38%	+4.08%
The percentage of the On-Call workforce with 4 or more incidences of sickness in a 12-month period	HR1c	Down	0.00%	5.0%	-100.00%	0.00%	n/a	2.42%	-100.00%

Empowering – Human Resources Commentary:

The Service has been counting COVID related absence as part of the normal absence data for attendance management and pay occupational sick pay purposes since 01 June 2022. The inclusion of Covid in general sickness absence data will increase the amount of absence reported as people take sick leave when they are symptomatic and unfit to attend work. Supported by improved management information an HR resource has begun working with managers to advise and support them to address frequent short-term sickness absence with additional managerial training. We have also promoted Covid booster and seasonal flu vaccination initiatives to the workforce.

	EMPOWERING								
	Organisational Development								
Performance Indicator	KPi Ref	Aim	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
The percentage of station based operational BA wearers that have attended a Tactical Firefighting assessment within the last 2 years	T1	Up	100%	98%	+2.04%	98%	+2.04%	97%	+3.09%
The percentage of qualified LGV drivers that have attended a refresher course within the last 3 years	T2	Up	99%	98%	+1.02%	98%	+1.02%	98%	+0.81%
The percentage of station based operational staff that have attended a Water Rescue revalidation course within the last 3 years	T3	Up	96%	98%	-2.04%	97%	-1.03%	96%	-0.00%
Percentage of watches/sections at BFRS stations that have at least 60% of operational personnel qualified in Trauma Care or equivalent	T4	Up	97%	98%	-1.02%	96%	+1.04%	93%	+3.85%
Percentage of station based operational staff that have attended a Working at Height or Rope Rescue Revalidation assessment within the last 3 years	T5	Up	96%	98%	-2.04%	78%	+23.08%	89%	+7.38%
Percentage of Level 1 Incident Commanders that have attended an Incident Command Assessment within the required frequency for their role.	T6	Up	100%	98%	+2.04%	90%	+11.11%	93%	+7.76%

Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role	T7	Up	100%	98%	+2.04%	100%	0.00%	95%	+5.26%
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EMPOWERING

Organisational Development

Performance Indicator	KPi Ref	Aim	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
Percentage of workplace training completed by Wholetime Operational Personnel via PDR Pro within the last 12 months.	T8a	Up	74%	57%	+29.45%	n/a	n/a	n/a	n/a
Percentage of workplace training completed by On call Operational Personnel via PDR Pro within the last 12 months.	T8b	Up	74%	54%	+37.89%	n/a	n/a	n/a	n/a
Percentage of workplace training completed by Control Personnel via PDR Pro within the last 12 months	T8c	Up	55%	53%	+4.76%	n/a	n/a	n/a	n/a
Percentage of workplace training completed by Senior Management roles (SM to SOC) via PDR Pro within the last 12 months.	T8d	Up	75%	53%	+42.86%	n/a	n/a	n/a	n/a
Percentage of workplace training completed by Wholetime Day Duty WM's via PDR Pro within the last 12 months	T8e	Up	62%	54%	+15.53%	n/a	n/a	n/a	n/a

* The above table relates to PDR Pro records. During Quarter 4 2021-22 BFRS migrated from PDR Pro version 3 to version 5, which resulted in several updates. Familiarisation training was completed during February and the new system went live on 28th February. Reporting using V5 went live on 28th February 2022.

Empowering - Organisational Development Commentary:

The Service has made significant effort within Training Centre to catch up with the training that was not delivered during the pandemic which in turn had an impact on the KPI's for the previous year. In order to address the outstanding training, the Service has had to utilise use of associate trainers, overtime for instructors and hosted additional courses. In order to offset the increase in costs training centre have made efficiency savings by maximising student numbers by delivering some courses virtually, removing the restriction of classroom numbers, employed an additional self-funded driving instructor post and maximised income generation opportunities by delivering training to other Fire and Rescue services and partners. Training centre has also made efficiencies by delivering 1 recruit course in partnership with Herts Fire and Rescue, along with running 1 recruit course internally as a supportive provider under the apprenticeship scheme. The Service has also introduced a tactical firefighting course, reducing the number of BA associated refreshers that require delivery.

Safety Critical training - The Service have achieved a total of 100% of station based operational BA wearers that have attended a suitable Firefighting assessment within the last 2 years as the Service transitions to the new Tactical Firefighting course. The percentage of Incident Commanders that have attended an Incident Command Assessment within the required frequency for their role was also 100% and the percentage of qualified LGV drivers that have attended a refresher course within the last 3 years met target at 99%. Some generic factors including capacity with the delivery of in-house wholetime recruits' courses and the maintenance of operational cover have affected the KPIs detailed below. We have provided exception reporting below only.

A total of 214 training courses have been recorded on the course management system as completed during Q2 of 22/23.

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

The target KPI for Q1 is set at 98%, the actual performance figure achieved was 96%, this equates to 13 personnel. Two Water Rescue courses had to be cancelled in Q2 due to restrictions of the training venue during the drought period, however Water Rescue Courses are scheduled for Q3 and Q4 to cover all personnel required.

T4 - Percentage of station based operational Emergency Care for Fire and Rescue trained personnel that have attended a requalification course within the last three years.

The target KPI for Q1 is 98% the actual performance achieved was 97%. A 13% percent improvement has been seen since the previous quarter and represents only 1 section across the Service is now under target.

T5 - Percentage of station based operational Working at Height Operators that have attended a Working at Height recertification assessment within the last three years.

The target KPI for Q4 is set at 98%, the actual performance achieved was 96%. Two Working at Height courses had to be cancelled in Q2 due to redeploying crews to maintain operational response during the summer heatwave. Courses are scheduled in and nominations received for Q3 and Q4 to cater for those who require the training.

T8a-e Percentage of workplace operational maintenance training completed via PDR within the last 12 months.

Version 5 of PDR Pro went live on 28th February 2022. Due to the transition from recording compliance against attainment of training events as opposed to the previously recorded sub role attainment there are no figures available for Q4 2021/22. In order to provide an effective method of comparison for the KPI's, the figures used for Q2 are based on an accumulative percentage of target, as the system only went live in Feb 2022 the data used previously is no longer valid as a comparator.

Overall, all KPIS within T8 are above the expected accumulative Q2 figure, with Wholetime operational personnel, On call and senior management on average 37% above Q2 target. Operational Control personnel have exceeded the Q2 target by 4.76%.

The previous 2021/2022 actual targets, actual versus previous year and 5-year average and 5-year actual versus previous have been marked as n/a since these percentages and targets were a measure of sub role compliance as opposed to training events. Learning and Development team continue to monitor the compliance against the targets and offer support to sections that may require further assistance with recording of the training events.



EMPOWERING

Health & Safety

Performance Indicator	KPi Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
Number of serious accidents where the individual is off sick for more than 28 days (per 1000 employees)	H1	Down	0.00	1.89	-100.00%	3.80	-100.00%	1.52	-100.00%
Number of working days/shifts lost to accidents per 1000 employees (excluding On-Call employees)	H2	Down	79.07	145.575	-45.69%	253.34	-68.79%	122.08	-35.23%
Number of 24 hour cover periods lost to accidents per 1000 On-Call employees.	H3	Down	51.99	351.81	-85.22%	2419.38	-97.85%	515.21	-89.91%

Empowering – Health and Safety Commentary:

H1 - Number of serious accidents where the individual is off sick for more than 28 days (per 1000 employees).

It should be noted that there have been 0 accidents in Q2 that have resulted on an individual being absent from work for more than 28 days.

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

The Q2 target of 145.575 has been exceeded in with a recording of 79.07 for Q2 actual, this equates to a total of 19 days/ shifts lost. Most of this figure is attributed to 2 events, 9 days/shifts were lost due to a FF who was injured while 'handling, lifting or carrying' when carrying out a pump swap. The second was 8 days/shifts were lost due to a FF being 'exposed to fire or heat' whilst damping down and turning over at an incident.

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

The H3 actual of 51.99 is for the year to date, Q2 in isolation was 38.9 and is due to 3 cover periods lost. One cover period was lost due to a FF being 'exposed to fire or heat' whilst attending a field fire, 2 cover periods were lost due to a FF 'slipped, tripped or fell on the same level' on a tiled floor.



UTILISING

Performance Indicator	KPi Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
Grade A Defect Response Time (within 1 hour)	WS1a	Up	91.25% 53/58	90%	+1.38%	95.32%	-4.27%	91.16%	+0.09%
Grade A Defect Response Time (within 2 hours)	WS1b	Up	93.83% 56/58	95%	-1.23%	95.32%	-1.56%	97.90%	-4.15%
The percentage of time when Rescue Pumping Appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	WS2a	Down	2.58%	5%	-48.37%	1.96%	+32. %	2.25%	+14.64%
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)	WS2b	Down	2.98%	5%	-40.33%	3.13%	-4.61%	2.83%	+5.29%
The percentage of time when other operational appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	WS2c	Down	0.61%	3%	-79.54%	0.39%	+55.59%	0.43%	+42.47%
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)	WS4	Down	1.11%	2%	-44.59%	1.09%	+1.95%	1.08%	+2.22%
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	WS5	Up	97.79%	93%	+5.15%	97.76%	+0.02%	97.65%	+0.14%
Annual Services undertaken	WS6	Up	100.00%	97%	+3.09%	100.00%	0.00%	100.00%	0.00%

Utilising – Fleet Commentary:

To assist in analysis of the percentages for KPIs recording the Service defect response times for 1- and 2-hour responses, the actual number of defects reported in Q2 have been provided as a further breakdown. It should be noted that as previous quarters the service is still experiencing a delay in receiving parts for vehicles as a result of the pandemic and microchip shortage, this has had a slight impact on turnaround times of certain vehicles. Workshops continues to provide support and income generation through EEAST vehicle servicing and has increased income opportunities further by servicing appliances and equipment for other organisations including London Luton Airport. It should be noted that the Service prioritises our own vehicles and has managed to achieve 100% of annual services for the fleet in addition to generating a significant amount of extra income.

Grade A Defect Response Time (within 1hr)

The target for the Grade response has been achieved in Q2 with a target of 90% and an achievement of 91.25%. (1.25% better than target). The achievement of 91.25% is down on the previous year's performance which was 95.32%. Overall 91.25% is an improvement over the previous 5-year average of 91.16%. The total number of defects that were recorded in Q2 was 58, with 53 of these being resolved within the 1-hour time frame.

Grade a defect Response time (within 2hours)

The target for a grade A defect response within 2 hours was not achieved in Q2. An achievement of 93.83% was recorded against a target of 95%. This represents a missed target achievement of 1.23%. The performance achieved is also down on the previous year performance by 1.56%. This represents 2 occasions where an appliance with a grade A defect was not responded to within the required 2-hour time frame This slight drop was caused by multiple defects being recorded at the same time (during out of hours call), causing a small delay in the response as the Service only utilises 1 vehicles technician on rota during on call hours.

The Percentage of time when Rescue Pumps Appliances were unavailable for Operational use due to defects or annual service.

The target of 5% was achieved with recorded performance of 2.58%. This represents a 48.37% achievement better than target. This was slightly down on the previous year which recorded a 1.96% achievement against the 5% target. This minimal increase in the vehicle downtime represents the slightly increased lead times we are experiencing on spare parts for vehicles.

The Percentage of time when Ariel platforms and the SRU are unavailable due to defects or annual service.

The target percentage of the time Ariel platforms and the SRU were not available in Q2 was achieved with a performance achieved of 2.98% against a target of 5%. This was also an improvement on the previous Q2 last year, with a performance

achievement of 4.61%. This is a marginal increase over the 5 year period which was 2.83% against an achieved this year of 2.98%, a variation of 0.15%.

The percentage of time when other Operational appliances were unavailable for operational use due to defect or annual service.

The target for other operational appliances being unavailable is set at 3%. This target was achieved with a performance recorded of 0.61% which represents a performance 79.54% better than target. In comparison to Q2 last year this gives a minimal increase in unavailability of 0.02% for the year and an increase of 0.03% against the 5 year average.

The total time expressed as a % when all Appliances were available for Operational use after turn around time and idle time have been removed from the total time in the reporting period.

The target for the total time expressed as a % when all Appliances were available for operational use, after turn around and idle time have been removed is 93%. In Q2 we achieved a performance of 97.79%, this represents a performance of 5.15% better than target. The performance was also an improvement of 0.02% of the previous Q2 last year and a 0.14% improvement over the 5-year average.

Annual Services Undertaken

The target for Annual services undertaken in this period is 97%. This was achieved with a performance of 100% recorded. This is in line with last year's Q2 performance and equal to the 5-year annual average.



MAXIMISING

Finance

Performance Indicator	KPi Ref	Aim	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 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	FNP3	Up	100.00%	90%	+11.11%	100.00%	0.00%	100.00%	0.00%
The percentage of uncontested invoices paid within 30 days	FNP5	Up	87.35%	96%	-9.01%	91.95%	-5.01%	93.84%	-6.91%
			1189 / 1390						
The percentage of outstanding debt over 90 days old	FNP6	Down	7.71 %	1.5%	+514.00%	0.93%	+576.22%	3.60%	+73.58%
			£12,915.81 / £167,520.29						

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, work continues with budget managers to ensure that PO's are raised and invoices authorised in a timely manner.

Percentage of outstanding debt over 90 days old" – The Q2 figure includes invoice to the value of only £12k as at 31/10/2022, 1 of these invoice with a value of £5.5k which has since been paid, should this be removed from the outstanding debt level this would reduce the figure to 4.3%. Payment for the remainder of these are being actively chased and it is not expected these will result in any bad debts.



MAXIMISING

Information and Communication Technology

Performance Indicator	KPi Ref	Objective	2022/23 Q2 Actual	2022/23 Q2 Target	Actual v Target	2021/22 Q2 Actual	Actual vs Previous Year	5-year average	Actual v 5-year Average
The percentage of Incidents on Mission Critical services resolved within 1 Hour	0042	Up	100%	96%	0.00%	100%	0.00%	100%	0.00%
The percentage of incidents on Business-Critical services resolved within 2 Hours	0043	Up	100%	97%	+3.09%	100%	0.00%	100%	0.00%
The percentage of incidents on Business Operational services resolved within 4 Hours	0044	Up	100%	97%	+3.09%	100%	0.00%	99.29%	+0.72%
The percentage of incidents on Administration Services resolved within 8 Hour	0045	Up	93%	93%	+0.21%	93.94%	-1.00%	94.72%	-1.81%
The percentage availability of core ICT services	0046	Up	100%	98%	+2.04%	100%	0.00%	100%	0.00%
The percentage availability of Business Applications Availability	0047	Up	100%	98%	+2.04%	100%	0.00%	100%	0.00%

Maximising ICT Commentary: N/A All on track for this quarter.

**ANDREW HOPKINSON
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