
SUBJECT: PERFORMANCE TARGET SETTING 2023-24 (APRIL 2023 to MARCH 2024)

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Background Papers:

Appendix	Title	Protective Marking
1	Number and list any appendices	

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 Policing and Crime Act 2017 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	Yes	Progress against targets will be reported to meetings of the FRA quarterly. Our approach to Communications and Engagement is set out in our Comms and Engagement Strategy 2022-23. This includes our principles of consultation.

PURPOSE:

To brief Members on the proposed targets for the range of Key Performance Indicators (KPIs) for the financial year 2023/24 which underpin delivery of the Community Risk Management Plan.

RECOMMENDATIONS:

That Members:

1. Discuss and scrutinise the proposed KPI targets for 2022/23
 2. Approve the agreed targets for inclusion in the Service Performance Management Framework.
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1. Background


- 1.1. Both operational and corporate performance is monitored and managed internally via the Corporate Management Team (CMT) Forum. The Fire and Rescue Authority scrutinises performance on a quarterly basis via a combined performance report covering all areas of operational and corporate performance.
- 1.2. The targets within contained within this report have been set against a five-year performance average with consideration placed upon the variations in previous years data. Where appropriate, consideration has also been given to current performance against 2022/23 targets. The Key Performance Indicators (KPI) and targets support assurance against the strategic aims. Once the new Community Risk Management Plan 2023-2027 (CRMP) has been approved any changes to the KPI metrics will be brought back to the Fire Authority.
- 1.3. One of the strategic priorities set out in the current CRMP is to enable better access to data and performance insight as doing so will help empower staff to take greater ownership for delivering performance improvements at all levels. To support this strategic priority, the Service is continually reviewing what and how it captures data and how best to utilise the broad range of risk and performance information available.
- 1.4. The measures in this report are complemented by a series of over 220 local performance measures to give a Service-level view of performance but also allows officers to 'drill-down' to local levels to drive improvements.
- 1.5. It is expected that the performance reports, provided quarterly, will continue to evolve during 2023/24 as work continues within the Business Information Team to increase the breadth and availability of risk and performance information and to


aligned the service measures to those judged by the Home Office and His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)

- 1.6. Officers will work collaboratively with Members on any future proposals to evolve our KPIs to drive performance whilst implementing sector best practice.


2.0

2.1 Prevention


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Number of primary fires	0002a	FRA	Quarterly	905	819	815	10% reduction on 5-year average. Trend unclear following rise in 2022-23 assessed to be extreme weather related.
	Number of accidental fire fatalities	0013e	FRA	Quarterly	3	0	0	Target carried forward
	Number of fire injuries where victim went to hospital	0014a	FRA	Quarterly	33	Fewer than 29	32	5% reduction on 5-year average (upward trend)
	Number of deliberate fires	0003a	FRA	Quarterly	672	687	687	Maintain current target. Trend unclear following rise in 2022-23 assessed to be extreme weather related.

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
Number of primary accidental dwelling fires	0002ai-i	FRA	Quarterly	330	321	297	10% reduction on 5-year average (overall downward trend)	
Number of primary deliberate dwelling fires	0002ai-ii	FRA	Quarterly	34	31	31	Maintain current target (unclear trend)	
Number of primary deliberate fires - other buildings	0002ai-iii	CMT	Quarterly	45	44	43	5% reduction on 5-year average (unclear trend)	
Number of delivered home fire safety visits	0015	FRA	Quarterly	5890	10,000	10,000	Stretch target (upward trend)	
Number of home fire safety visits delivered to high-risk groups	0016a	CMT	Quarterly	2066	n/a	n/a	For information – will be monitored through OCT to CMT	
Number of secondary fires	0002b	FRA	Quarterly	920	861	874	5% reduction on 5-year average. Trend unclear following rise in 22-23 assessed to be extreme weather related.	


2.2 Protection

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of Building Regulations consultations completed on time	0022ai	FRA	Quarterly	94%	95%	95%	Realistic level of compliance with building regulations guidance
	Number of Fire Safety Audits/inspections completed	Pi16	FRA	Quarterly	2169	2400	2400	This comprises the audits and inspections carried out by specialist and operational staff
	Number of Building Regulations consultations responded to	0022a	FRA	Quarterly	513	n/a	n/a	For information
	Number of primary fires in non-domestic buildings	0039	FRA	Quarterly	124	121	112	10% reduction on 5-year average (downward trend)
	Number of automatic fire detector false alarms in non-domestic properties	0011a	FRA	Quarterly	657	651	651	Maintain current target (unclear trend)
	Number of prohibition notices served	0023g	FRA	Quarterly	14	n/a	n/a	For information
	Number of enforcement notices served	TBA	FRA	Quarterly	5	n/a	n/a	For information


2.3 Response: Incident Totals


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Number of incidents attended	0001	FRA	Quarterly	6416	n/a	n/a	For information
	Number of fires attended	0001a	FRA	Quarterly	1860	n/a	n/a	For information
	Number of other non-fire incidents (special services) attended	0001b	FRA	Quarterly	2002	n/a	n/a	For information
	Number of false alarms attended	0001c	FRA	Quarterly	2553	n/a	n/a	For information

Response: Resource Availability

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	On-call availability of 1st pump	0034	FRA	Quarterly	68%	90%	80%	80% still reflects a stretch target for one year only
	Percentage of occasions global crewing enabled 9 riders on two pump responses (wholetime)	0040	FRA	Quarterly	58%	90%	n/a	Recommend removal of this measure
	Percentage of shifts where Service crewing level is sufficient for all wholetime pumps	0040a	FRA	Quarterly	100%	100%	100%	


Response: Response Time Performance


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Number of emergency calls received	0028	FRA	Quarterly	n/a	n/a	n/a	New measure
	Percentage of emergency calls answered within 7 seconds	0028a	FRA	Quarterly	0%	90%	n/a	Recommend removal of this measure.
	Percentage of emergency calls to Primary fires handled within 90s	0029e	FRA	Quarterly	24%	96%	90%	Service target – recommend only measuring Primary fires and setting at 90s on 90% of occasions
	Average call-handling time to Primary fires for Bedfordshire incidents (seconds)	0029	FRA	Quarterly	123	60	90	Service target – recommend only measuring Primary fires and setting at 90
	Percentage of Primary fires attended within 10 mins (from time of send/alert)	0030g	FRA	Quarterly	60%	80%	80%	Service level performance as per CRMP
	Average response time to primary fires (seconds)	0030a	FRA	Quarterly	586	600	600	Recommend remains the same
	Percentage of RTCs attended within 13 mins (from time of send/alert)	0030f	FRA	Quarterly	68%	80.00%	80%	Service level performance as per CRMP
	Average response time to RTCs (seconds)	0030d	FRA	Quarterly	667	780	780	Recommend remain the same


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of secondary fires attended within 20 mins (from time of send/alert)	0030e	FRA	Quarterly	94%	n/a	90%	Service level performance as per CRMP
	Average response time to secondary fires (seconds)	0030b	FRA	Quarterly	633	1200	1200	Recommend remain the same


** BFRS Historical Performance is only based on 3 years validated data for these measures.*


2.4 Empowering


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of new entrants to the Whole-time operational staff who declare as women	0050a	FRA	Annually	8%*	20%	20%	A women's target is proposed given our commitment to address the under-representation of females in operational firefighting roles. The target recommended is based on our recruitment intakes which are small, therefore a realistic target of 20%, which equates to 2 in 10 new entrants is proposed rather than an unrealistic target based on the female population.


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of new entrants to the On-Call operational staff who declare as women	0050b	FRA	Annually	12%*	13%	20%	A women's target is proposed given our commitment to address the underrepresentation of females in operational firefighting roles. The target recommended is based on our recruitment intakes which are small, therefore a realistic target of 20%, which equates to 2 in 10 new entrants is proposed rather than an unrealistic target based on the female population.
	Percentage of support staff (Control and Green Book) new entrants who declare as male	New measure	FRA	Annually	N/A	Monitor	40%	This is a new measure proposed to monitor progress in addressing the underrepresentation of those declaring as male in the support staff (Control and Green Book) workforce. Year to date males comprise 35% of this workforce.


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of new entrants to the Whole-Time Operational staff who identify as BAME	New Measure	FRA	Annually	N/A	Monitor	20%	<p>This is a proposed new KPI, as previously we have set a target for both Whole-Time and On-Call new entrants combined.</p> <p>The KPI is recommended given our commitment to improving the underrepresentation of people who declare as BAME in operational firefighting roles. The target recommended is based on our recruitment intakes which are small, therefore a realistic target of 20%, which equates to 2 in 10 new entrants is proposed rather than an unrealistic target based on the BAME population across the County</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of new entrants to the On-Call operational staff who identify as BAME	New measure	FRA	Annually	N/A	Monitor	5%	<p>This is a proposed new KPI, as previously we have set a target for both Whole-Time and On-Call new entrants combined.</p> <p>The KPI is recommended given our commitment to improving the underrepresentation of people who declare as BAME in operational firefighting roles. The target recommended is based on our recruitment intakes which are small, therefore a realistic target of 5%, which equates to 1 in 20 new entrants is proposed. The target reflects the demographic of those who live within the required radius (turn out time) and the rural location of our On-Call stations.</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of support staff (Control and Green Book) new entrants who declare as BAME	New measure	FRA	Annually	N/A	Monitor	20%	This is a new measure. The categorization of support staff including Control staff is used by Fire statistics and can be used for comparison purposes. Also the small number of staff recruited in Control could be identifiable if they are counted separately. A target of 20% is proposed, based on the relatively small numbers recruited per annum and as a reflection of the average 25% BAME population in Bedfordshire.
	Percentage of operational staff new entrants (Whole-Time and On-Call) who declare as disabled	New measure	FRA	Annually	N/A	Monitor	12%	This is a new measure with a proposed target of 12%. The proposed target has been calculated from consideration of the 2021 UK Annual Population and Labour Force Survey which identified that 20% of those aged 16-64 declared a disability. However, in order to be realistic and achievable the target needs to reflect the operational and physically demanding nature of the role and the conditions that individuals could have and be able to perform operational roles.


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of support staff (Control and Green Book) new entrants who declare as disabled	New measure	FRA	Annually	N/A	Monitor	20%	This is a new measure with a proposed target of 20%. The proposed target reflects the 2021 UK Annual Population and Labour Force Survey which identified that 20% of those aged 16-64 declared a disability.
	Percentage of Whole-time operational staff who declare as women	0052a	FRA	Annually	6.14%*	8%	8%	The existing target of 8% is recommended for adoption in 2023/24 at the time of writing women made up 6.19% of the whole-Time workforce. This target is challenging given the size of our recruitment intakes, meaning that our ability to improve representation is very limited.
	Percentage of On-Call operational staff who declare as women	0052b	FRA	Annually	10%*	11%	15%	It is recommended that the target is increased to 15%, given year to date performance of 13.4%. This target is challenging given the size of our recruitment intakes, meaning that our ability to improve representation is very limited.


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of operational staff new entrants (Whole-Time and On-Call who identify as BAME	0054a	FRA	Annually	8.22%*	15%	15%	It is recommended that the target of 15% be re-adopted for this performance year to provide a challenging yet realistic target based on our intake of new entrants rather than the County population.
	Percentage of Whole-Time operational staff who identify as BAME	0056a	FRA	Annually	7.45%*	Monitor	8%	A target of 8% is proposed, based on current representation of 5.84%. An 8% target remains challenging given the size of our recruit intakes. Which means that our ability to increase representation is limited.
	Percentage of On-Call operational staff who identify as BAME	0056b	FRA	Annually	5.54%*	Monitor	6%	A target of 6% is proposed reflecting small intakes and the rural location and demographics of our On-Call recruitment pool.
	Percentage of support staff (Control and Green Book) who identify as BAME	New measure	FRA	Annually	N/A	Monitor	20%	This is a new measure. The categorization of support staff including Control staff is used by Fire Statistics and can be used for comparison purposes. Also the small number of staff recruited in Control could be identifiable if they are counted separately. A target of 20% is proposed, based on the relatively small numbers recruited per annum.


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of Whole-time operational staff who declare as disabled	New measure	FRA	Annually	N/A	Monitor	4.99%	This is a new measure with a proposed target of 4.99%. The proposed target has been calculated based on current performance 1.98% and national performance (Fire Statistics 2022) of 4.9%
	Percentage of On-Call operational staff who declare as disabled	New measure	FRA	Annually	N/A	Monitor	3.3%	This is a new measure with a proposed target of 3.3%. The proposed target has been calculated based on current performance 1.65% and national performance (Fire Statistics 2022) of 3.3%
	Percentage of support staff (Control and Green Book) who identify as disabled	New measure	FRA	Annually	N/A	Monitor	9.5%	A new measure is proposed for comparison to Fire Statistics. Current national performance is 9.5%, which will be a challenging target given current declaration rate of 2.15% in Service


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of operational staff (Whole-Time and On-Call) new entrants who declare as women	New measure	FRA	Annually	N/A	Monitor	20%	A new measure identifying the percentage of women in operational roles (Whole-Time and On-Call) is proposed. This categorization is used by Fire Statistics and can be used for comparison purposes. The target is based on intake size, rather than population to make a more meaningful, stretch yet realistic target.
	Percentage of support staff (Control and Green Book) who identify as Male	New measure	FRA	Annually	N/A	Monitor	40%	A new measure is proposed to monitor progress to address the under-representation of those declaring as male in the support staff (Control and Green Book) workforce. Current male representation is 35%.


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of working time lost due to sickness (excluding On-Call)	0060	FRA	Quarterly	3.99%	4%	4.4%	<p>It is recommended that a target of 4.4% is adopted this performance year. COVID 19 absences continue to occur and are included in all absence data. There is greater population interaction and there is still a significant level of re/infection especially in the Autumn and Winter months. NHS waiting lists for clinical opinion, treatment or surgery continue to grow, in December 2022 the NHS waiting list was reported to be 7 million, this is having an impact on individuals' diagnosis treatment and leads to those who require clinical diagnosis, treatment and surgery being off work for longer periods of time.</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of the On-Call workforce with 4 or more sickness absences in a 12-month period	0061	FRA	Quarterly	1%	5%	5%	<p>On-Call staff don't have a set work pattern so their absence is counted in days lost rather than as a % of working time. This is why their measure is reported separately.</p> <p>COVID 19 absences continue to occur and are included in all absence data. There is greater population interaction and there is still a significant level of re/infection especially in the Autumn and Winter months.</p> <p>NHS waiting lists for clinical opinion, treatment or surgery continue to grow, in December 2022 the NHS waiting list was reported to be 7 million, this is having an impact on individuals' diagnosis treatment and leads to those who require clinical diagnosis, treatment and surgery being off work for longer periods of time.</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of Operational (Wholetime and Control) leavers excluding retirement or dismissals	0062a	FRA	Annually	3%*	7%	4%	<p>New measure. This measure has been reviewed and it is proposed that leavers are counted in different occupational work groups, so the measure has been adapted to categorize Support Staff separately (see below 0062c). Turnover targets have been based on an average of the past 3 year's performance (rounded up) plus an additional % dependent on current performance</p> <p>A target of 4% is proposed for 2023/2024 as average performance for the previous 3 years is 3%(rounded) 19/20: 3.21%, 20/21: 2.51%, 21/22: 3.58%) Current performance (2022/2023) is 5% (rounded). It is likely that turnover will increase for operational staff due to employee dissatisfaction with changes to pension schemes and entitlements, as well as the potential for increases in transfers to other FRAs as Services increasingly</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
Cont'd:	Percentage of Operational (Wholetime and Control) leavers excluding retirement or dismissals							<p>compete for skilled and experienced firefighters in response to the competitive labour market.</p> <p>The current UK labour market is reporting historical numbers of job vacancies and attraction and retention remain a key challenge across both the public and private sector with the most recent (2020/21) Local Government Benchmarking Survey identifying the labour turnover rate for organisations in the UK at 9%.</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of On-Call leavers (excluding retirement or dismissals)	0062b	FRA	Annually	13%	13%	14%	<p>New measures. Calculating the number of leavers is a key HR metric it can be an indicator of employee satisfaction. The BFRS target is usually based on the performance over the last 3 completed years (rounded up) + 1% given On-Call turnover rates.</p> <p>It is proposed that the 2022/2023 target is 14%. Average performance for the previous 3 years is 13%. (19/20: 8.61%, 20/21: 13.27%, 21/22 15.65%) Current performance (2022/2023) is 17% (rounded). The current UK labour market is reporting historical numbers of job vacancies and attraction and retention remain a key challenge across both the public and private sector with the most recent (2020/21) Local Government Benchmarking Survey identifying the Labour Turnover Rate for organisations in the UK as 9%.</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
Cont'd:	Percentage of On-Call leavers (excluding retirement or dismissals)							The revised (February 2023) pay offer from the Employers side proposes a review of the On-Call duty system and reward package within 8 months. The outcome of this review may change terms and conditions and may result in more leavers.
	Percentage of Support Staff leavers excluding retirements or dismissals	0062c	FRA	Annually	7%	6%	9%	<p>New measure. Calculating the number of leavers is a key HR metric it can be an indicator of employee satisfaction.</p> <p>This is the first year that this KPI has captured support staff separately. Turnover targets have been based on an average of the past 3 year's performance (rounded up) plus an additional % dependent on current performance</p> <p>A target of 9% is proposed for 2023/2024 as average performance for the previous 3 years is 7% (rounded). Current performance (2022/2023) is 9% (rounded).</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
Cont'd:	Percentage of Support Staff leavers excluding retirements or dismissals							The current UK labour market is reporting historical numbers of job vacancies and attraction and retention remain a key challenge across both the public and private sector with the most recent (2020/21) Local Government Benchmarking Survey identifying the labour turnover rate for organisations in the UK at 9%.
	Percentage of station-based operational BA wearers that have attended a Tactical Firefighting assessment within the last 2 years	T1	FRA	Quarterly	98%	98%	98%	Measures T1 - T5 cover safety critical operational training. Organisational expectation is to maintain a frequency-based attendance for all 'in scope' personnel within these skillsets. Historical reporting shows 98% as stretch targets and that they remain a reasonable expectation, therefore unchanged for 2023/24.

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of qualified EFAD drivers that have attended a refresher course within the last 3 years	T2	FRA	Quarterly	97%	98%	98%	<p>As T1 above</p> <p>Due to the risk that is associated with driving it is important to report this to the FRA. Recommended change in the wording to EFAD in place of LGV, as people do not take an LGV refresher.</p>
	Percentage of station-based operational staff that have attended a Water Rescue revalidation course within the last 3 years	T3	CMT	Quarterly	97%	98%	98%	This measure is a requalification of specialist and not core skills. Can be managed at CMT level
	Percentage of watches/sections at BFRS stations that have at least 60% of operational personnel qualified in Trauma Care or equivalent	T4	FRA	Quarterly	95%	98%	98%	<p>Note: new for 2022/2023 is the addition of the “or equivalent” as individuals providing Emergency Medical Care / Corresponding etc. May hold a higher qualification than the LIVES course</p> <p>Due to the links with the work that is undertaken on behalf of EEAST it is recommended that this is reported to the FRA.</p>


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of station-based operational staff that have attended a Working at Height or Rope Rescue Revalidation assessment within the last 3 years	T5	CMT	Quarterly	92%	98%	98%	This measure is a requalification of specialist and not core skills. Can be managed at CMT level
	<p>New Measure</p> <p>Percentage of Level 1 Incident Commanders that have attended an Incident Command Assessment within the required frequency for their role.</p>	T6	FRA	Quarterly	93%	98%	98%	<p>This is a new measure to align with the requirements of National Operational Guidance the number of level 1 commanders is a recommended new measure</p> <p>It is recommended that this reported to the FRA as part of reassurance that all commanders on appliances are qualified</p> <p>Target has been stretched to 98%</p>
	Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role	T7	FRA	Quarterly	92%	98%	98%	As above


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of workplace training completed by Whole-time Operational Personnel via PDR Pro within the last 12 months.	T8a	CMT	Quarterly	86%	92%	92%	These targets will now resume back to normal following the period of pro rata due to the introduction of PDR Pro version 5. Reworded to reflect that this is now measuring the workplace training activities
	Percentage of workplace training completed by On call Operational Personnel via PDR Pro within the last 12 months.	T8b	CMT	Quarterly	81%	90%	90%	See T8a
	Percentage of workplace training completed by Control Personnel via PDR Pro within the last 12 months	T8c	CMT	Quarterly	85%	90%	90%	See T8a
	Percentage of workplace training completed by Senior Management roles (SM to SOC) via PDR Pro within the last 12 months.	T8d	CMT	Quarterly	85%	92%	92%	See T8a
	Percentage of workplace training completed by Whole-time Day Duty WM's via PDR Pro within the last 12 months	T8e	CMT	Quarterly	85%	92%	98%	See T8a

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Number of serious accidents where the individual is off sick for more than 28 days (per 1000 employees)	H1	FRA	Quarterly	51.74%	3.78	3.78	5-year average 2016-21 is 3.79. Target has been set to remain at 3.78 which was the target for the previous reporting period. Note - One serious accident resulting in an over 28-day injury equates to 1.96.
	Number of working days/shifts lost to accidents per 1000 employees (excluding On-Call employees)	H2	FRA	Quarterly	96.80%	291.15	291.5	5-year average 2016-21 is 392.02. Target has been set to remain at 291.15 which was the target for the previous reporting period.
	Number of 24 hour cover periods lost to accidents per 1000 On-Call employees.	H3	FRA	Quarterly	22.16%	703.62	703.62	5-year average 2016-21 is 2265.86 Target has been set to remain at 703.62 which was the target for the previous reporting period. Note - The very high figures for 2016/17, 2019/20 and 2020/21 create a high 5-year average and would therefore increase the target significantly.


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Number of vehicle collisions involving fire service fleet vehicles including non-operational assets.		FRA	Quarterly	36.4	5% lower than the previous year as stretch target Based on the previous 5 years data this equates to 1.8	34.6	New measure. Based on the previous 5 years data (2020/21 numbers have been excluded due to an outlier of accidents as a result of Covid) The average number of accidents is 36.4


2.5 Utilising


	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Grade A Defect Response Time (within 1 hour)	WS1a	CMT	Quarterly	94%	90%	90%	Workshops targets will remain the same as the previous year. Note: If two Grade defects logged at the same time, the duty mechanic will not meet the target due to travel distances. The implementation of the electronic fleet management system will provide further data to review
	Grade A Defect Response Time (within 2 hours)	WS1b	CMT	Quarterly	98%	95%	95%	As above
	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	FRA	Quarterly	1.98%	5%	5%	
	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	FRA	Quarterly	2.73%	5%	5%	

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	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	FRA	Quarterly	0.45%	3%	3%	Target to stay the same, additional work such as upgrade to onboard systems, CCTV installation and BA replacement may impact this target.
	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-around time. (Idle time)	WS4	CMT	Quarterly	1.00%	2%	2%	As above
	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	CMT	Quarterly	97.93%	93%	93%	As above
	Annual Services undertaken	WS6	CMT	Quarterly	100%	97%	97%	Target to remain the same as previous year. New Fleet management system will be reviewed to ascertain if additional measures can be recorded in relation to the servicing for the EEAST Ambulances.

2.6 Maximising

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	Percentage of routine financial reports distributed within 6 working days of period-end closure	0066	CMT	Quarterly	100.00%	90%	90%	Measure is met each time as denoted by the 5 year average. To be monitored at CMT.
	The percentage of uncontested invoices paid within 30 days	0067	CMT	Quarterly	89.79%	96%	93%	Best Value Performance Indicator Target decreased from 96% to 93%. Still issues with invoices not be passed for payment, no Purchase orders. Average this year is 88.8%. Finance to continue to work with CMT members, flagging areas of non compliance.
	The percentage of outstanding debt over 90 days old	0068	CMT	Quarterly	3.69%	1.5%	2.5%	Increased to 2.5%, due to capacity to chase debt and increasing volume.
	To resolve Priority 1 Incidents within 1 Hour. (P1 = Any incident preventing the mobilisation of any fire appliance or a major ICT incident that causes all users not being able to access critical / vital ICT systems)	0042	FRA	Quarterly	100%	96%	96%	Mission Critical systems take priority for ICT Resources. Target has been increased to reflect the stability of the recent ICT hardware improvements and ICCS/Mobs going 100% cloud.

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	To resolve Priority 2 Incidents within 2 Hours. (P2 = Any incident reducing the resiliency to mobilise a fire appliance or Multiple users unable to perform their role or gain access to key applications and systems.	0043	FRA	Quarterly	99%	97%	97%	Target based on Services SLA. Performance has exceeded target since 2014/15. The 2022/23 target acknowledges that resources may be diverted to Mission Critical Incidents and Projects. The small number of incidents of this type makes the impact of a single incident on performance significant.
	To resolve Priority 3 Incidents within 4 Hours. (P3 = Any incident resulting in degraded performance of an application / system for multiple users; access to an application / system for a single user.	0044	CMT	Quarterly	99%	97%	97%	Target based on Services SLA. Performance has exceeded target since 2014/15. The 2022/23 target acknowledges that resources may be diverted to Mission Critical Incidents and Projects. The small number of incidents of this type makes the impact of a single incident on performance significant.

	Performance indicator	PI ref	Audience (CMT/FRA)	Frequency of reporting	BFRS 5-year average	BFRS target 2022/23	BFRS target 2023/24	Target-setting rationale
	To resolve Priority 4 Incidents within 8 Hours. (P4 = Any incident resulting in degraded performance of an application / system for a single user. ** Most incidents will fall under this category.	0045	CMT	Quarterly	95%	93%	93%	Target based on Services SLA. The highest proportion of incidents fall into this category. The anticipated draw on resources to support priority projects again throughout 2022/23 is expected to reflect in the performance outcome for these lower category incidents therefore 93% is a challenging target.
	The percentage availability of core ICT network services	0046	FRA	Quarterly	100%	98%	98%	Target meets the agreement for levels of Service from ICT Catalogue of Network Services. Core ICT Network availability median 98%.
	The percentage availability of Business Applications	0047	CMT	Quarterly	100%	98%	98%	Target meets the agreement for levels of Service from ICT Catalogue of Services. Core ICT availability median 98%

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