







Bedfordshire
Fire and Rescue Service

Performance Report

2023–24 Quarter 1


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The status of each of the metrics is indicated using the following symbols:


Indicator	Status
	On target or better than target
	Off target but within 10% of target
	Off target by more than 10% of target
	No target. For information only

Prevention

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Accidental fire fatalities	0013e	Down	1 (Target 0) 
Comment:			
<p>There has been one accidental fire fatality as a result of a dwelling fire in Luton in June 2023. The inquest has not yet been held, however fire investigation findings indicate that the cause of the fire was smoking related. BFRS delivered a Home Fire Safety Visit to the household in May 2023 and took all actions practicable to promote home fire safety prior to the incident.</p>			

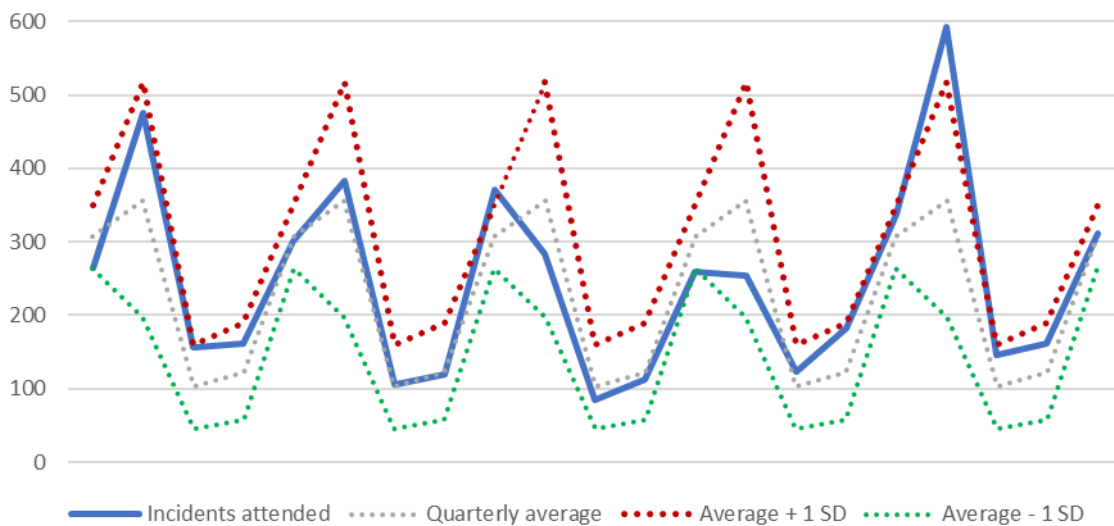
Home fire safety visits delivered	0015	Up	1450 (Target 2500) 
Comment:			
<p>The number of home fire safety visits (HFSV) delivered is well below the target for the quarter. The launch of the HFSV PowerApp aligned to the NFCC Person Centred Approach has seen a significant change of focus and approach to HFSV. Much more emphasis is now placed upon delivering a comprehensive visit targeted at more vulnerable households. Whilst the number of visits has reduced, a deeper analysis reveals very positive indicators:</p> <ul style="list-style-type: none"> • 68% HFSV delivered to persons age 65+ &/or disabled compared to 46% in 22-23 • 77 falls referrals compared to 16 in Q1 previous year • 72 Safeguarding referrals made compared to 34 in Q1 previous year • 42 Bobby Scheme referrals compared to 13 in Q1 previous year • More time is spent on each visit, with the time spent rising in proportion to risk <p>This change in approach addresses an 'area for improvement' set out in HMICFRS inspection report.</p>			

Indicator	Ref	Aim	Quarter 1
Secondary fires attended	0002b	Down	311 (Target 218) 

Comment:

Secondary fires are smaller fires which do not involve property or injury to persons. The target has been missed by 93. Secondary fires show a seasonal weather-related trend with more in secondary fires in spring and summer quarters. Over the past 5 years 31% of the total deliberate fires occurred in Q1. Taking account of this seasonality the projection is that the annual target may not be achieved. Of the secondary fires 46% were found to be deliberate. 93% of the fires were in outdoor areas with refuse or refuse containers the most common item involved. There were fewer secondary fires than in Q1 last year (334), but slightly more than the five-year average for the quarter.

Q1 secondary fires within expected range
(Q1 average \pm 1 standard deviation)



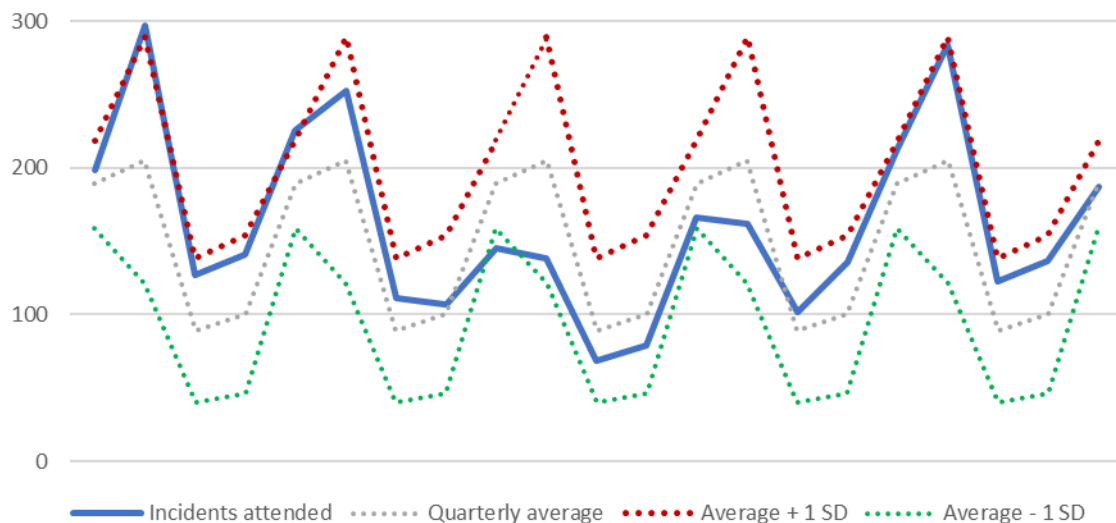
Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Deliberate fires attended	0003a	Down	187 (Target 172) 

Comment:

Deliberate fires are those not considered to have started accidentally. The quarterly target has been missed by 9%. However, the quarterly targets are a linear proportion of the annual target. Deliberate fires show a seasonal weather-related trend with more deliberate fires in spring and summer quarters. Over the past 5 years 31% of the total deliberate fires occurred in Q1. Taking account of this seasonality, the projection is that the annual target will be achieved.


Q1 deliberate fires within expected range
(Q1 average \pm 1 standard deviation)



Primary accidental dwelling fires attended	0002ai-i	Down	75 (Target 74) 
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Comment:

The target has been missed by one (1%). Six of the 12 fires were at His Majesty's Prison (HMP) Bedford. Deliberate fire setting is a regular issue at HMP Bedford and the number of incidents is rising compared to last year. The enforcement of the Fire Safety Order at HMP Bedford is the responsibility of the Crown Premises Inspectorate. BFRS will be making contact with the Inspectorate and the Governor to raise our concern over the rising number of incidents attended.

Indicator	Ref	Aim	Quarter 1
Primary deliberate fires attended in other buildings	0002aiii-ii	Down	12 (Target 11) 
<p>Comment: The target has been missed by one (9%). Six of the 12 fires were at His Majesty’s Prison (HMP) Bedford. Deliberate fire setting is a regular issue at HMP Bedford and the number of incidents is rising compared to last year. The enforcement of the Fire Safety Order at HMP Bedford is the responsibility of the Crown Premises Inspectorate. BFRS will be making contact with the Inspectorate and the Governor to raise our concern over the rising number of incidents attended.</p>			

Response: Appliance Availability

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Availability of stations' first on-call pumps	0034	Up	67% (Target 80%) 

Comment:

This measure considers station availability vs the Actual On-Call availability after receiving standby moves or strategic reserve staff.

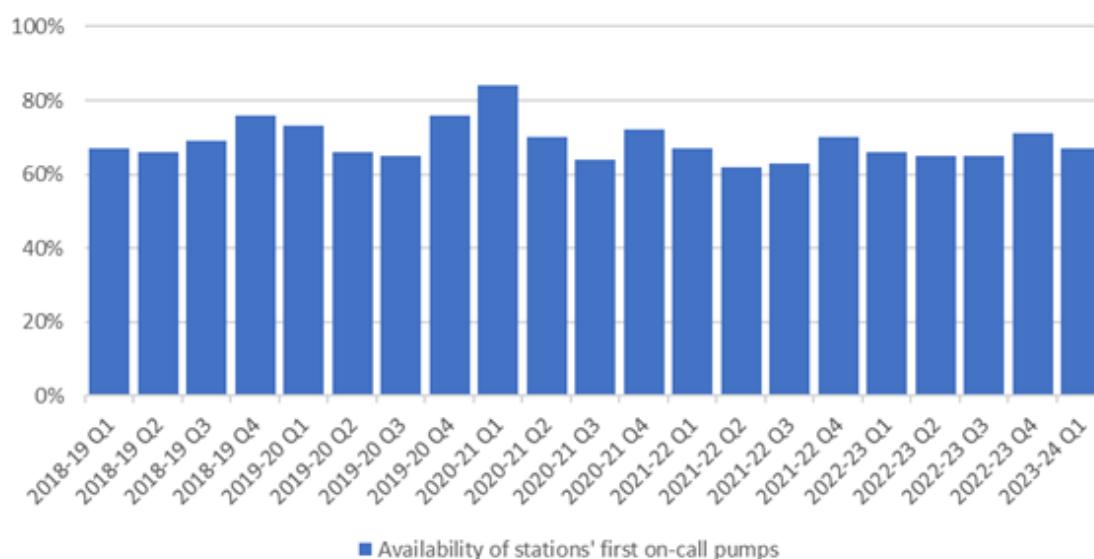
The On Call improvement project team are evolving service policy and making changes to service delivery's day to day procedures to increase availability. These incremental changes will start to bear fruit over the course of this year. However we are already seeing notable increases and stable performance hovering at around 80% or above (actual staff) at Kempston, Leighton Buzzard, Sandy and Biggleswade.


Shefford remains a key strategic focus with a specific trial taking place which alters the way staff book availability. Currently, even with standby moves, Shefford does not meet the KPI, which is why Officers have prioritised this station for a trial.

The following stations (Toddington, Potton, Woburn, Harrold, Amptill and Bedford) are challenging even after standby moves with availability dragging the service average down. This is largely due to recruitment and retention issues and will be a key focus for the new On Call Liaison Officers and the recruitment team.

The improvement work also includes extra training and skills evenings to maximise engagement with existing staff making the role more attractive to existing staff and attract new members.




Q1 on-call availability typical for non-lockdown Q1s



Indicator	Ref	Aim	Quarter 1
Occasions global crewing enabled 9 riders on two-pump responses (wholetime)	0040	Up	69% (Target 90%) 
Comment:			
<p>This KPI is consciously broken by our Duty Group Commanders to maximise the number of appliances crewed across the County at all times. By doing this we increase the available appliances at On Call stations significantly. This proactive approach to move human resources means that as more appliances are available, travel times to incidents are reduced. This contributes to improving our overall attendance time performance and our service to the communities we serve.</p> <p>Work is underway by officers to recommend altering, removing or improving a number of metrics. This measure is one that will be considered in line with national benchmarking and realignment as well as challenging its value in determining whether or not the service is performing well.</p>			



Response: Emergency call handling

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Incidents with call-handling time within 60 seconds	0029e	Up	28% (Target 90%) 
Average call-handling time to mobilise to incidents (in Bedfordshire)	0029	Down	122 s (Target 90 s) 
Emergency calls to primary fires handled within 90 seconds	0029f	Up	75% (Target 90%) 
Comment:			
<p>It has been well documented over the previous reporting cycle that the measures apportioned to the Control team are unrealistic. The service policy to actively call challenge potential false alarms or the impact of a control operator needing to gather further information to keep our people safe and send the correct resources when information from the caller conflicts with other information, all means that time has to be taken to make accurate decisions.</p> <p>The Service's targets are the most challenging targets of those English FRSs who publish call-handling targets. The average call-handling time of 122 seconds during Q1 is 6 seconds faster than that of Q1 of 2022/23.</p> <p>These measures are all subject to review as described above. Officers will present options to Members for more appropriate stretch targets aligned to national benchmarking later this year.</p>			

Response: Incident response time

Off target by more than 10% of target

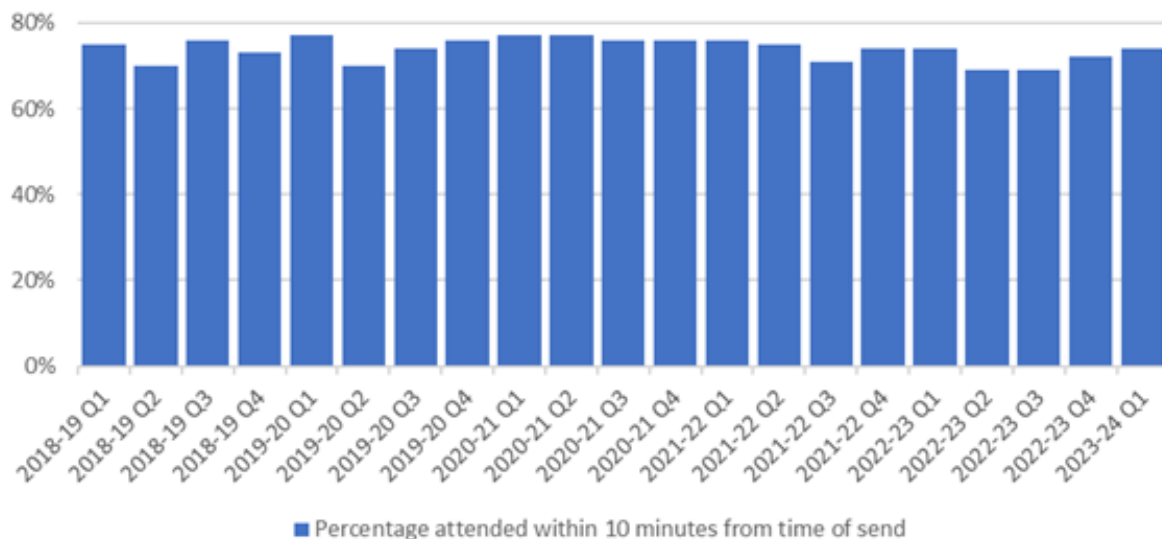
Indicator	Ref	Aim	Quarter 1 From time of call	Quarter 1 From time of send/alert
Primary fires attended within 10 minutes	0030g/k	Up	66% (Target 80%) 	74% (Target 80%) 



Comment:

Work continues to make incremental improvements in how we respond. There is a focus across all wholetime stations on 'turn out' performance which is seeing a good return. In parallel we are working towards launching our roaming pump trial. This will allow us to place a fire appliance where the Control team see the biggest need, on an hour by hour basis, should service resources be deployed to an incident or moved for business need and a covering move is required to maintain optimum County cover. This roaming pump trial begins in September and will report back to the wider Emergency Cover Review.

We anticipate a positive impact on first pump attendance times to all incident types during the trial.

Primary fires attended within 10 minutes of time of alert continued improving after dipping during summer of 2022

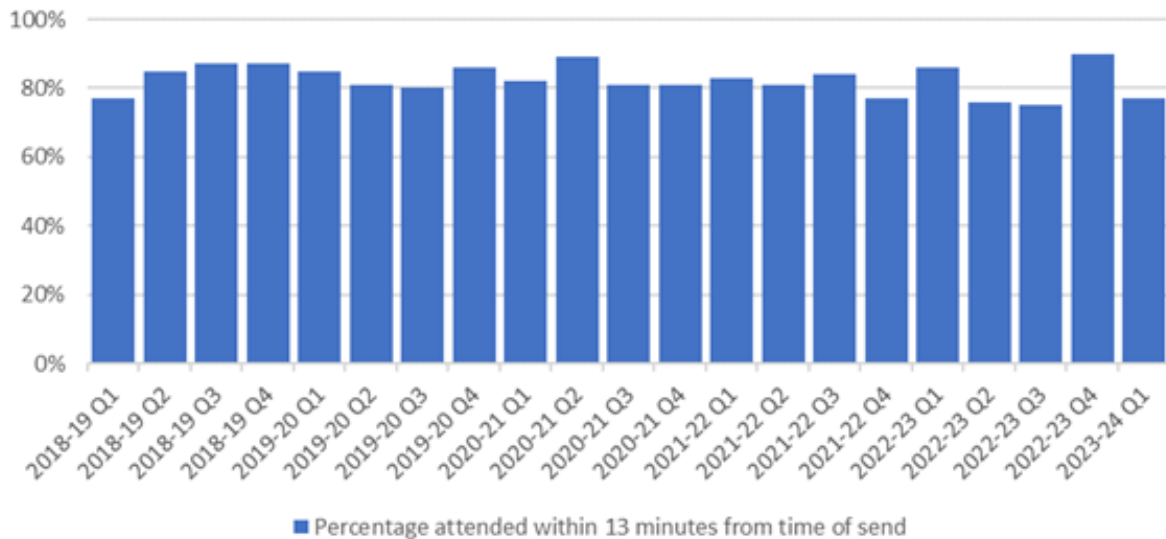


Indicator	Ref	Aim	Quarter 1 From time of call	Quarter 1 From time of send/alert
RTCs attended within 13 minutes	0030f/m	Up	64% (Target 80%) 	77% (Target 80%) 


Comment:

Similar to Primary fires we see a mixed picture for average attendance times for RTC's. On Call availability and RTC's in rural areas affect the average across the County. Central Bedfordshire is an area we are focussing on with the roaming pump trial to track tangible improvements in performance that can be shaped into Service proposals for operational change.

RTCs attended within 13 minutes of time of alert fell back after peaking in 2023-24 Q4





Human Resources

Indicator	Ref	Aim	Quarter 1
Percentage of working time lost due to sickness (excluding on-call)	0060	Down	4.6% (Target 4.40%) 
Comment:			
<p>Sadly, following the Pandemic, the level of sickness absence has slowly increased to its present level above the target. With the widely and well reported health care crisis in England, this is not unexpected. There are record numbers of patients unable to book GP appointments within the Government's 2-week target as well as more than 7 million people waiting for NHS hospital treatment.</p> <p>The Service is adapting its approach in recognition of the issue for example by seeking to improve support through a revised Modified Duties programme and investing further in Occupational Health and our health surveillance programme. As well as increasing the resources available in the HR Team to advise managers so that they are better able to support and manage short term sickness absence. We have continued to improve the support for those who are unfit to attend work as well as providing Managers with additional training, advice, and support to up-skill and equip them to be better able to identify issues in advance and provide greater support to hopefully minimise the need for absence.</p>			


Organisational Development

Off target but within 10% of target



Indicator	Ref	Aim	Quarter 1
Workplace training completed by Control personnel via PDR Pro in last 12 months	T8c	Up	84% (Target 90%) 
Comment: Although this target has not been met there has been a significant improvement from 71% at the end of Quarter 4 to 84%, now just 6 percentage points off target. The Service Control Manager is working hard to continue this improvement.			
Workplace training completed by senior management roles (SM to SOC) via PDR Pro in last 12 months	T8d	Up	90% (Target 92%) 
Comment: It is worthy of note that during Quarter 1 the Service's Training and Development Centre has delivered or facilitated 243 training events.			













Finance














Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Uncontested invoices paid within 30 days	0067	Up	92% (Target 93%) 
Comment: As a 1% variance there is still work to do however the overall direction is improving. Work to upgrade service finance software has commenced and the improved system will automate and improve process which should see this target shift to green and on-track later in the year.			









On target or better than target

Indicator	Ref	Aim	Quarter 1
Primary fires attended	0002a	Down	177 (Target 204) 
Fire injuries where victim went to hospital	0014a	Down	4 (Target 8) 
Primary deliberate dwelling fires attended	0002ai-ii	Down	3 (Target 8) 
Building Regulations consultations completed on time	0022ai	Up	99% (Target 95%) 
Fire safety audits/inspections completed	PI16	Up	603 (Target 600) 
Primary fires in non-domestic buildings	0039	Down	27 (Target 28) 
Automatic fire detector false alarms in non-domestic properties attended	0011	Down	152 (Target 163) 
Shifts where Service crewing level is sufficient for all wholtime pumps	0040a	Up	100% (Target 100%) 
Emergency calls answered within 7 seconds	0028b	Up	91% (Target 90%) 
Average response time to primary fires (from time of send/alert)	0030h	Down	516 (Target 600) 
Average response time to RTCs (from time of send/alert)	0030j	Down	553 (Target 780) 
Secondary fires attended within 20 minutes (from time of send/alert)	0030l	Up	96% (Target 96%) 
Average response time to secondary fires (from time of send/alert)	0030i	Down	524 (Target 1200) 
Average response time to primary fires	0030a	Down	594 (Target 600) 
Average response time to RTCs	0030d	Down	686 (Target 780) 
Secondary fires attended within 20 minutes	0030e	Up	97% (Target 96%) 
Average response time to secondary fires	0030b	Down	624 (Target 1200) 

Indicator	Ref	Aim	Quarter 1	
On-call employees with 4 or more sickness absences in a 12-month period	0061	Down	1.33% (Target 5%)	
Station-based operational BA wearers who attended a tactical firefighting assessment within last 2 years	T1	Up	99% (Target 98%)	
Qualified EFAD drivers who attended a refresher course within last 2 years	T2	Up	100% (Target 98%)	
Station-based operational BA wearers who attended a water rescue revalidation course within last 3 years	T3	Up	98% (Target 98%)	
Watches/sections at BFRS stations that have at least 60% of operation personnel qualified in trauma care or equivalent	T4	Up	100% (Target 98%)	
Station-based operational staff who attended a working at height or rope rescue revalidation course within last 3 years	T5	Up	98% (Target 98%)	
Level 1 incident commanders who attended an incident command assessment within the required frequency	T6	Up	98% (Target 98%)	
Flexible duty officers who attended an incident command assessment within the required frequency	T7	Up	100% (Target 98%)	
Workplace training completed by wholetime operational personnel via PDR Pro in last 12 months	T8a	Up	93% (Target 92%)	
Workplace training completed by on-call operational personnel via PDR Pro in last 12 months	T8b	Up	91% (Target 90%)	
Workplace training completed by wholetime day duty WMs via PDR Pro in last 12 months	T8e	Up	92% (Target 92%)	
Serious accidents where individual is off sick for more than 28 days (per 1000 employees)	H1	Down	1.83 (Target 3.78)	
Working days/shifts lost to accidents per 1000 employees (excluding on-call)	H2	Down	102.28 (Target 291.95)	
24-hour cover periods lost to accidents per 1000 on-call employees	H3	Down	123.64 (Target 703.62)	
Vehicle collisions involving fire service fleet vehicles, including non-operational assets	H4	Down	17 (Target 34.6)	
Grade A defect response time (within 1 hour)	WS1a	Up	97.37% (Target 90%)	
Grade A defect response time (within 2 hours)	WS1b	Up	100% (Target 95%)	
Time when rescue pumping appliances were unavailable for operational use due to annual service, defect or other works (Turnaround time)	WS2a	Down	2.63% (Target 5%)	

Indicator	Ref	Aim	Quarter 1	
Time when aerial appliances and SRU were unavailable for operational use due to annual service, defect or other works (Turnaround time)	WS2b	Down	3.23% (Target 5%)	
Time when other operational appliances unavailable for operational use due to annual service, defect or other works (Turnaround time)	WS2c	Down	0.55% (Target 3%)	
Time the appliance is unavailable for operational response in the reporting period, other than for the time measured under the turnaround time (Idle time)	WS4	Down	0.97% (Target 2%)	
Time when ALL Appliances were available for operational use after turnaround time and idle time are removed from the total time in the period	WS5	Up	97.78% (Target 93%)	
Annual services undertaken	WS6	Up	100% (Target 97%)	
Routine financial reports distributed within 6 working days of period-end closure	0066	Up	100% (Target 90%)	
Outstanding debt over 90 days old	0068	Down	2.43% (Target 3.0%)	
Resolution of Priority 1 incidents within 1 hour (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	Up	100% (Target 96%)	
Resolution of Priority 2 incidents within 2 hours (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	Up	100% (Target 97%)	
Resolution of Priority 3 incidents within 4 hours (Any incident resulting in degraded performance of an application / system for multiple users; access to an application / system for a single user)	0044	Up	100% (Target 97%)	
Resolution of Priority 4 incidents within 8 hours (Any incident resulting in degraded performance of an application / system for a single user)	0045	Up	94% (Target 93%)	
Availability of core ICT network services	0046	Up	99.9% (Target 98.0%)	
Availability of business applications	0047	Up	98.8% (Target 98.0%)	

No target. For information only

Indicator	Ref	Aim	Quarter 1
Home fire safety visits delivered to high-risk groups	0016a	Up	375 (Last year 579) 
Building Regulations consultations responded to	0022a	N/A	71 (Last year 87) 
Prohibition notices served	0023g	N/A	6 (Last year 0) 
Enforcement notices served	0023i	N/A	0 (Last year 0) 
Incidents attended	0001	N/A	1771 (Last year 1900) 
Fires attended	0001a	N/A	490 (Last year 567) 
Other non-fire incidents attended	0001b	N/A	655 (Last year 665) 
False alarms attended	0001c	N/A	626 (Last year 668) 
Emergency calls received	0028	N/A	3875 