



Bedfordshire
Fire and Rescue Service







Performance Report
2023–24 Quarter 2

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This report provides details of Bedfordshire Fire and Rescue Service’s performance against its key performance indicators (KPIs) for Quarter 2 of 2023-24. Figures shown relate to the period from 1 July 2023 to 30 September 2023, or as at 30 September 2023 for those KPIs that are effectively snapshots at a specific moment in time.


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, but higher than the corresponding value from last year
	No target, but lower than the corresponding value from last year
	No target. For information only

Measures in exception

Prevention measures in exception

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 2
Home fire safety visits delivered	0015	Up	1731 (Target 2500) 

The number of home fire safety visits (HFSV) delivered is significantly 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 demonstrating improved quality and support. For example:

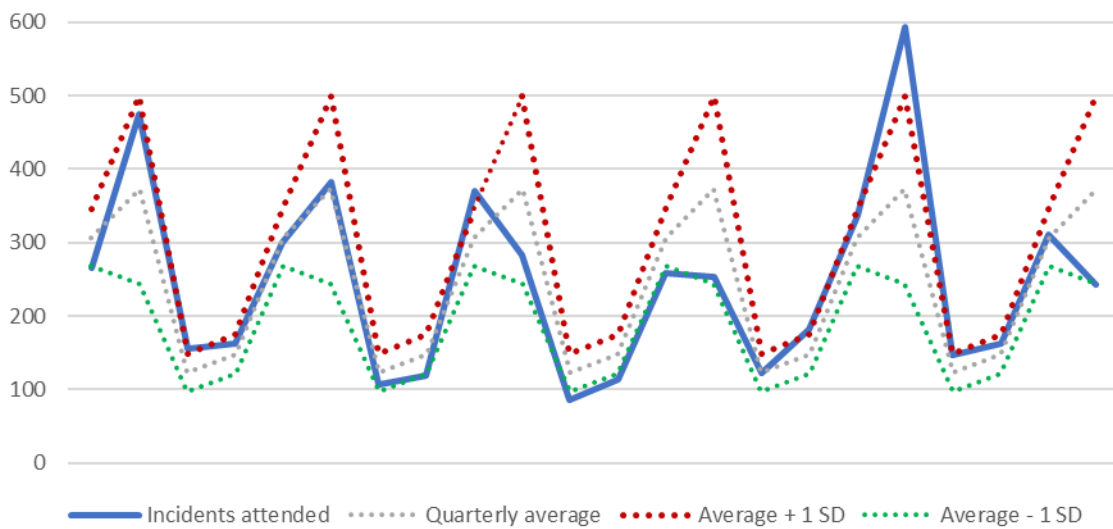
- 62% HFSV delivered to persons age 65+ and/or disabled
- 270 HFSV delivered to households with a person with a mental health/cognitive condition
- 43 HFSV delivered to households with significant clutter issues
- 73 households making a commitment to becoming a smoke free home
- 16 referrals to stop smoking service
- 77 falls referrals
- 70 Safeguarding referrals made
- 44 Bobby Scheme crime prevention referrals
- 26 arson proof letter boxes fitted to homes at risk from arson
- 9 alcohol referrals made

More time is now spent on each visit than in previous years, with the time spent rising in proportion to risk. This change in approach addresses an 'area for improvement' set out in HMICFRS inspection report. As previously reported, a change will be proposed to the performance indicator relating to 'high risk' HFSV as the current indicator relates to those groups most likely to experience a dwelling fire, but does not take account of other factors such as vulnerability which are shown to be linked to potentially worse outcomes in the event of fire.

Indicator	Ref	Aim	Quarter 2
Secondary fires attended	0002b	Down	245 (Target 218) 

Secondary fires are smaller fires which do not involve property or injury to persons. The target has been missed by 12%. However, the Q2 target used is a linear projection (25% of the annual target). Secondary fires show a seasonal weather-related trend: over the past five years 41% of secondary fires occurred the Q2 summer period. Taking account of this seasonality, the number of fires attended this quarter is relatively low and well below the five-year average for Q2 of 396 secondary fires.

Q2 secondary fires at lower limit of expected range
(Q2 average \pm 1 standard deviation)





Based upon Q1 and Q2 data, the projection is that performance is on track to achieve the annual target.

Of the secondary fires, 42% were found to be deliberate. 94% of the fires were in outdoor areas with loose refuse the most common item involved.


Protection measures in exception

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 2
Primary fires in non-domestic buildings	0039	Down	33 (Target 28) 
<p>Of the 33 fires, 10 were at His Majesty's Prison (HMP) Bedford, all of which were recorded as deliberate. One of these fires resulted in an inmate requiring hospital treatment. Deliberate fire setting is a regular issue at HMP Bedford and the number of incidents is rising compared to last year. BFRS has written to the Crown Premises Inspectorate and the Governor to raise our concern over the rising number of incidents attended. If current trends in non-domestic fires continue, the annual target may not be achieved.</p> <p>The protection team carries out 'after fire inspections' on non-domestic premises where there has been a fire in order to provide support and check fire safety arrangements.</p>			
Automatic fire detector false alarms in non-domestic properties attended	0011	Down	251 (Target 163) 
<p>The target has been missed by 54%, which is in contrast to Q1 where the target was achieved. False alarms show some seasonal variation with 28% of annual calls attended taking place in Q2 over the past five years. However, the increase compared to Q1 this year (155) and Q2 of last year (167) is significant. It is not readily apparent why this quarter has seen such a marked increase in incidents attended.</p> <p>The types of property with most attendances made were hospitals (37), retirement/elderly/nursing/care (34), warehouses (26) and schools (22). Compared to the same period last year, there have been increases in the attendances to hospitals, retirement etc and warehouses.</p> <p>Work is now underway to review the approach to dealing with unwanted fire signals taken by the protection team, including through enforcement of the Fire Safety Order and through business engagement. There will also need to be a review of call handling processes and mobilisation policy.</p>			

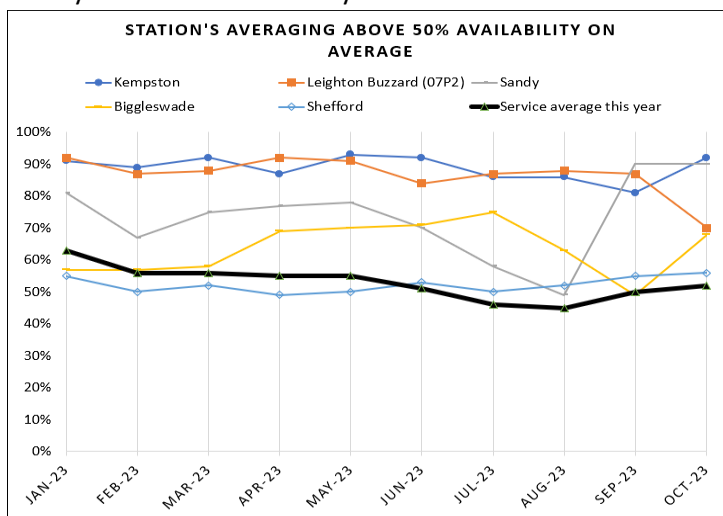
Appliance availability measures in exception

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 2
Availability of stations' first on-call pumps	0034	Up	62% (Target 75%) 

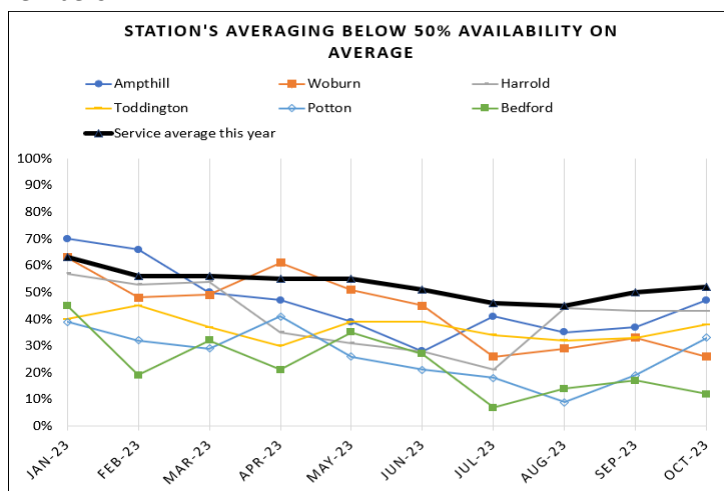
The measure is considered by the station on-call availability vs the actual on-call availability after receiving standby moves or strategic reserve staff.


As shown in the graph below, Kempston, Leighton Buzzard, Sandy and Biggleswade are above service average. Shefford remain a key strategic focus (hovering around the black line) with a specific trial taking place on booking availability in a more flexible way.



The following stations (Toddington, Potton, Woburn, Harrold, Ampthill and Bedford) are challenging even after standby moves. Performance at these stations continue to drag 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 wider project.




The Service is delivering additional training and skills evenings. Primary purpose of these additional training sessions is to maximise the opportunity for staff to achieve full competence in the swiftest way, thus making the fire engines more available, more often. Secondary to this is that existing staff feel the services commitment to them and their development, making the stations a place where we keep existing staff and attract new members.



Indicator	Ref	Aim	Quarter 2
Occasions global crewing enabled 9 riders on two-pump responses (wholetime)	0040	Up	64% (Target 90%) 
This KPI is consciously broken by our Duty Group Commanders to maximise the number of appliances we can crew across the county. By doing this, we increase the available appliances at on-call stations significantly.			

Emergency call handling measures in exception

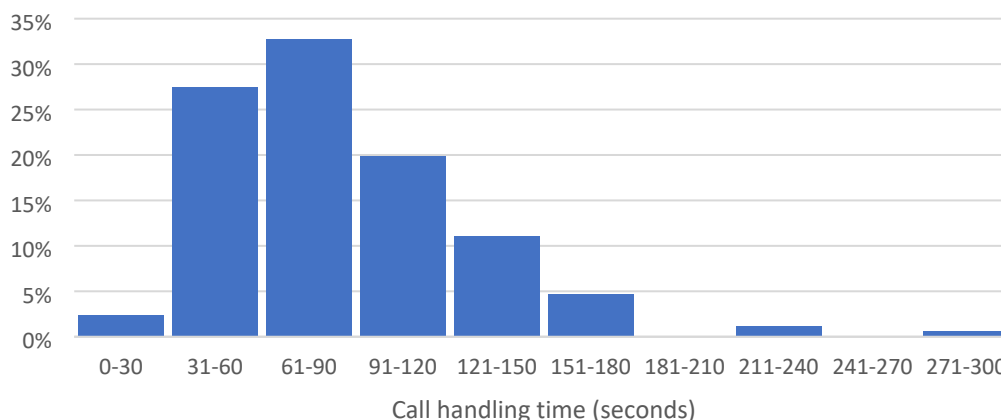
Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 2
Incidents with call-handling time within 60 seconds	0029e	Up	27% (Target 90%) 
The Service's target is the most challenging target of those English FRSs who publish call-handling targets. The 27% achieved is 10 percentage points higher than the 17% achieved in Q2 of last year. We will be bringing a paper to the FRA with proposed changes to this measure.			
Average call-handling time to mobilise to incidents (in Bedfordshire)	0029	Down	118 s (Target 90 s) 
The average call-handling time of 118 seconds during Q2 is 17 seconds faster than that achieved in Q2 of 2022/23. We will be bringing a paper to the FRA with proposed changes to this measure.			
Emergency calls to primary fires handled within 90 seconds	0029f	Up	66% (Target 90%) 

More calls were handled in 61 to 90 seconds than any other range. The BFRS average of 84 seconds in Q2 is comparable to the English FRSs average of 86 seconds in 2022/23.









Call handling times distribution

Primary fires - Q2




Incident response measures in exception

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 2 From time of call	Quarter 2 From time of send/alert
Primary fires attended within 10 minutes	0030g/k	Up	58% (Target 80%) 	69% (Target 80%) 
<p>We are amid a risk cover review looking to address the disparities between different parts of the county. We have evidence we struggle to meet our attendance standard particularly in areas of Central Bedfordshire. A roaming pump trial has started, and highlights include;</p> <ul style="list-style-type: none"> • Live since 12th October 2023 • Available 16 days out of 27 (of which 4 days at Workshops) – 70% availability • Sent to Shefford (2), Ampthill (3), Toddington (1), Woburn (2), Harrold (3), Potton (1) and Bedford (1) • Data will be presented to the programme board and latterly to the FRA on the potential long-term impact of this project as part of future CRMP proposals. 				
RTCs attended within 13 minutes	0030f/m	Up	69% (Target 80%) 	80% (Target 80%) 
<p>Similar to primary fires, we see a mixed picture for average attendance times for RTCs. On-call availability and RTCs in rural areas affect the average across the county. Central Bedfordshire is an area we are focussing on with the roaming pump trial to seek to improve the attainment of this and other measures.</p>				
Off target by less than 10% of target				
Indicator	Ref	Aim	Quarter 2 From time of call	Quarter 2 From time of send/alert
Average response time to primary fires	0030a/h	Down	607 s (Target 600 s) 	524 s (Target 600 s) 
<p>Although slightly off target in quarter 2, we meet our target for our average response time for 2023/24 overall. This is largely due to the better response times in the Luton, Houghton Regis and Dunstable conurbation. These better than average response times anchor the overall figure for areas of the county where we are responding slower. Work continues to improve all stations performance, corporate projects to improve cover and to consider long term proposals</p>				
Secondary fires attended within 20 minutes	0030e/l	Up	94% (Target 96%) 	96% (Target 96%) 
<p>Although slightly off target in quarter 2, we meet our target for our average response time for 2023/24 overall.</p>				



Human resources measures in exception

Off target by less than 10% of target

Indicator	Ref	Aim	Quarter 2
Percentage of working time lost due to sickness (excluding on-call)	0060	Down	4.8% (Target 4.4%) 
<p>As previously reported, absence levels have slowly increased to pre COVID-19 pandemic levels and is currently 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 two-week target as well as more than 7 million people waiting for NHS hospital treatment, this is expected to increase to 8 million by August 2024 as reported in mainstream media.</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 temporarily 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>			







Health and safety measures in exception

Off target by more than 10% of target


Indicator	Ref	Aim	Quarter 2
Working days/shifts lost to accidents per 1000 employees (excluding on-call)	H2	Down	96.2 (Target 72.79) 
<p>The Q2 figure of 96.2 equates to two injuries resulting in working days / shifts lost (excluding on-call) and is a reduction on the 102.2 reported in Q1. A total of 47 days/shifts were lost with 46 of those attributable to a single event.</p>			
Vehicle collisions involving fire service fleet vehicles, including non-operational assets	H4	Down	11 (Target 9) 
<p>During Q2, 11 vehicle collisions involving Service vehicles occurred, which is fewer than the 17 collisions reported in Q1. Five occurred during operational response, three during operational response returning and three during routine activities.</p> <p>For two of the collisions the Service vehicles were stationary, in eight collisions the Service vehicles were travelling at 1-10 mph at the time of the collisions, and in one collision the Service vehicle was traveling at 11-30 mph at the time of the collision.</p>			

Measures on or better than target


Prevention

Indicator	Ref	Aim	Quarter 2
Primary fires attended	0002a	Down	179 (Target 204) 
Accidental fire fatalities	0013e	Down	0 (Target 0) 
Fire injuries where victim went to hospital	0014a	Down	2 (Target 8) 
Deliberate fires attended	0003a	Down	153 (Target 172) 
Primary accidental dwelling fires attended	0002ai-i	Down	48 (Target 74) 
Primary deliberate dwelling fires attended	0002ai-ii	Down	5 (Target 8) 


Protection measures

Indicator	Ref	Aim	Quarter 2
Building Regulations consultations completed on time	0022ai	Up	97% (Target 95%) 
Fire safety audits/inspections completed	PI16	Up	638 (Target 600) 

Appliance availability measures

Indicator	Ref	Aim	Quarter 2
Shifts where Service crewing level is sufficient for all wholetime pumps	0040a	Up	100% (Target 100%) 

Emergency call handling measures


Indicator	Ref	Aim	Quarter 2
Emergency calls answered within 7 seconds	0028b	Up	91% (Target 90%) 

Incident response measures






Indicator	Ref	Aim	Quarter 2 From time of call	Quarter 2 From time of send/alert
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Average response time to RTCs	0030d/j	Down	645 s (Target 780 s) 	532 s (Target 780 s) 
Average response time to secondary fires	0030b/i	Down	677 s (Target 1200 s) 	581 s (Target 1200 s) 



Human resources measures

Indicator	Ref	Aim	Quarter 2
On-call employees with 4 or more sickness absences in a 12-month period	0061	Down	1.4% (Target 5%) 




Organisational development measures

Indicator	Ref	Aim	Quarter 2
Station-based operational BA wearers who attended a tactical firefighting assessment within last 2 years	T1	Up	100% (Target 98%) 
Qualified EFAD drivers who attended a refresher course within last 2 years	T2	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%) 
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%) 




Health and safety measures

Indicator	Ref	Aim	Quarter 2
Serious accidents where individual is off sick for more than 28 days (per 1000 employees)	H1	Down	1.8 (Target 1.89) 
24-hour cover periods lost to accidents per 1000 on-call employees	H3	Down	14.49 (Target 175.91) 

Workshops measures

Indicator	Ref	Aim	Quarter 2
Time when rescue pumping appliances were unavailable for operational use due to annual service, defect, or other works (Turnaround time)	WS2a	Down	2.3% (Target 5%) 
Time when aerial appliances and SRU were unavailable for operational use due to annual service, defect, or other works (Turnaround time)	WS2b	Down	4.0% (Target 5%) 
Time when other operational appliances unavailable for operational use due to annual service, defect, or other works (Turnaround time)	WS2c	Down	0.7% (Target 3%) 

Information and communication technology measures

Indicator	Ref	Aim	Quarter 2
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%) 
Availability of core ICT network services	0046	Up	99.88% (Target 98.0%) 

Measures without targets – for information

Protection measures

Indicator	Ref	Aim	Quarter 2	
Prohibition notices served	0023g	N/A	12	↑
Enforcement notices served	0023i	N/A	1	↑

Incident activity measures

Indicator	Ref	Aim	Quarter 2	
Incidents attended	0001	N/A	2022	↓
Fires attended	0001a	N/A	420	↓
Other non-fire incidents attended	0001b	N/A	746	↑
False alarms attended	0001c	N/A	856	↑

