









Bedfordshire
Fire & Rescue Service

Performance Report
2023–24 Quarter 3

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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, 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 3
Accidental fire fatalities	0013e	Down	1 (Target 0) 
<p>In October 2023 there was one fatality resulting from a fire in a towing caravan used as a permanent residence at a site in Roxton. HM Coroner has not yet held an inquest. Fire investigation indicates that the cause of the fire was accidental and smoking related. A prevention campaign has taken place in the area. This is the second smoking related fire fatality in this financial year. Despite the prevalence of smoking falling, it remains the most frequent cause of fire deaths in Bedfordshire. Our home fire safety visits (HFSV) focus on the risks associated with smoking in the home and so far this financial year our HFSV have resulted in 712 households receiving safety advice regarding smoking, 193 households committing to becoming a smoke-free home and 28 referrals made to local smoking cessation services.</p>			

Home fire safety visits delivered	0015	Up	1749 (Target 2500) 
<p>The number of home fire safety visits (HFSV) delivered is significantly below the target for the quarter. However, 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 for this quarter:</p> <ul style="list-style-type: none"> • 67% HFSV delivered to persons age 65+ and/or disabled • 267 HFSV delivered to households with a person with a mental health/cognitive condition • 105 falls referrals • 70 Safeguarding referrals made • 64 HFSV delivered to households with significant clutter issues • 61 households making a commitment to becoming a smoke-free home • 8 referrals to stop smoking service • 60 Bobby Scheme crime prevention referrals • 29 arson-proof letter boxes fitted to homes at risk from arson • 12 referrals for support to households experiencing difficulty in meeting home heating costs • 4 alcohol referrals made <p>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.</p>			

Indicator	Ref	Aim	Quarter 3
Primary deliberate dwelling fires attended	0002ai-ii	Down	10 (Target 8) 

This quarter the number of deliberate dwelling fires has been slightly above target, however in Quarters 1 and 2 performance was significantly better than target (total of 8 fires) and we are still on track to achieve the annual target. Generally deliberate dwelling fires are spread evenly across the year, but fluctuations can occur. There have not been any repeat locations in respect of the 18 deliberate primary dwelling fires this financial year. There has been one minor injury arising from a deliberate dwelling fire.

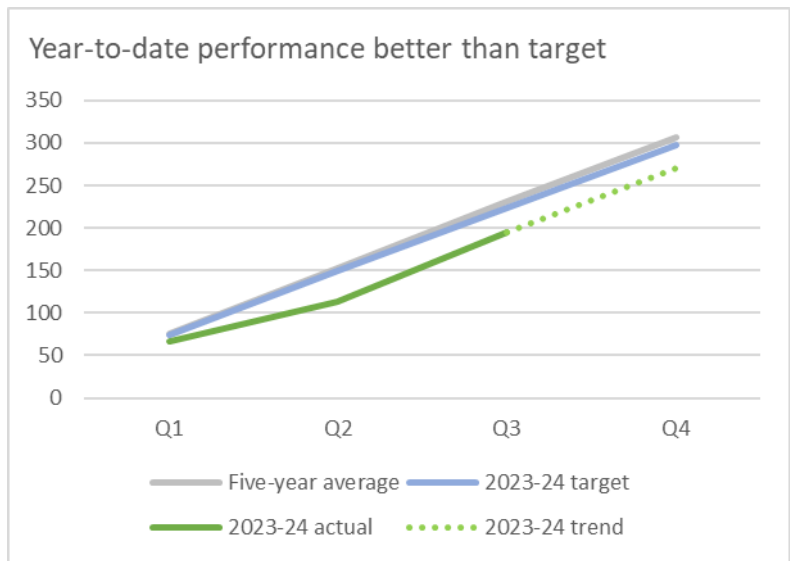
Off target by less than 10% of target

Indicator	Ref	Aim	Quarter 3
Primary accidental dwelling fires attended	0002ai-i	Down	81 (Target 74) 

This quarter the number of accidental dwelling fires has been slightly above target, however in Quarter 2 performance was significantly better than target (at 48 fires) and we are still on track to achieve the annual target. Generally dwelling fires are spread evenly across the year, but natural fluctuations can occur.


There were 4 injuries requiring hospital treatment as a consequence of these fires.

Because of the way property is categorised by the national incident reporting system, the fire in the towing caravan is not classed as a dwelling fire and is not included in the count of 81 incidents.

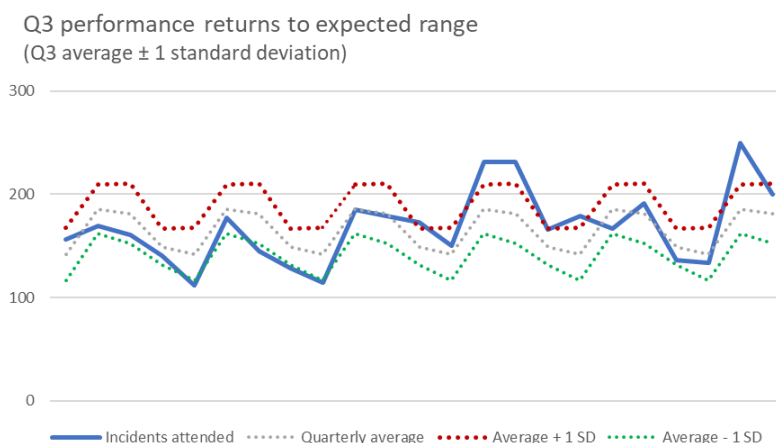


Protection measures in exception

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 3
Automatic fire detector false alarms in non-domestic properties attended	0011	Down	200 (Target 163) 

We continue to see above-target number of false alarms attended. The number of false alarms attended this quarter is 10 more than in the same period last year but within the expected Q3 range. The types of property with most attendances made were hospital (37), retirement / elderly / nursing / care (34) and schools (14). This is similar to the profile for the same period last year.



Work is 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 including communications/campaigns around reducing false alarms and procedures to be followed before the fire and rescue service is called.

There has been recent liaison with Bedford South Wing Hospital NHS Trust, which has a very poor record. They are considering introducing a system whereby they carry out an investigation before calling the fire and rescue service.


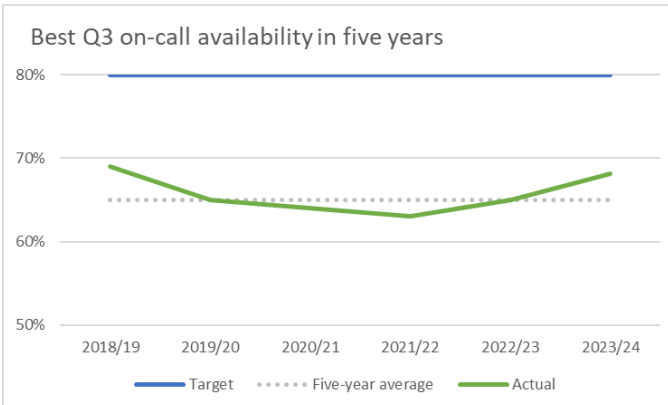
Using the Fire Risk Data Warehouse the individual premises/buildings in the county with excessive number of false alarms have been identified and there will be contact with these premises by the protection team. Over a 12-month period there were 24 buildings having 10 or more false alarms. Of these four are NHS buildings, four are blocks of flats, nine are other 'sleeping risk premises' such as sheltered accommodation, hostels and HMP Bedford. In these types of premises it can be challenging for responsible persons to achieve a reduction in false alarms, and because they are high risk premises there are risks for BFRS should we decline to mobilise in response to calls.

The amount of demand-led and team development work the protection team faces will make it challenging to take on work to reduce unwanted fire signals through Fire Safety Order enforcement.

In Quarter 3 there were over 130 different addresses attended, 111 of these only had one false alarm. Fire Control is already reducing the number of mobilisations to calls originating from automatic fire alarms through call handling. In Q3 Fire Control used call challenge and decided not to mobilise on 201 occasions. There will be a review of call handling processes and mobilisation policy to see if more can be done.


Appliance availability measures in exception


Off target by more than 10% of target


Indicator	Ref	Aim	Quarter 3																												
Availability of stations' first on-call pumps	0034	Up	68% (Target 80%) 																												
<p>On-call employees are now giving us 84% of their contracted hours this year, up from the 75% of contracted hours they gave us in 2019/20. We might expect an increase in hours provided to increase appliance availability but there are many variables which may affect this. However, 68% is the best Q3 performance in the last 5 years. There are still stations which are close or exceeding the 80% target (Kempston, Leighton Buzzard, Sandy and Biggleswade). However, we still have challenges in recruitment and retention at Harrold, Woburn, Potton, Ampthill, Toddington and Bedford. Shefford is the real area of focus as it hovers between both groups and is a key strategic station.</p> <p>We also use the roaming pump to cover deficiencies as part of the wider ECR work. We look forward to measuring the impact of this on availability figure as we review the data gathered during the trial. (Early indications are showing a 1-2% increase per month, which would move us to within 10% of target when factored in.)</p>																															
 <table border="1"> <caption>Best Q3 on-call availability in five years</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Five-year average</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>80%</td> <td>65%</td> <td>68%</td> </tr> <tr> <td>2019/20</td> <td>80%</td> <td>65%</td> <td>65%</td> </tr> <tr> <td>2020/21</td> <td>80%</td> <td>65%</td> <td>64%</td> </tr> <tr> <td>2021/22</td> <td>80%</td> <td>65%</td> <td>63%</td> </tr> <tr> <td>2022/23</td> <td>80%</td> <td>65%</td> <td>65%</td> </tr> <tr> <td>2023/24</td> <td>80%</td> <td>65%</td> <td>68%</td> </tr> </tbody> </table>				Year	Target	Five-year average	Actual	2018/19	80%	65%	68%	2019/20	80%	65%	65%	2020/21	80%	65%	64%	2021/22	80%	65%	63%	2022/23	80%	65%	65%	2023/24	80%	65%	68%
Year	Target	Five-year average	Actual																												
2018/19	80%	65%	68%																												
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2023/24	80%	65%	68%																												

Emergency call handling measures in exception

Off target by more than 10% of target



Indicator	Ref	Aim	Quarter 3
Incidents with call-handling time within 60 seconds	0029e	Up	30% (Target 90%) 
<p>The Service's target is the most challenging target of those English FRSs who publish call-handling targets. The 30% achieved in Q3 is 3 percentage points higher than the 27% achieved in Q2. The service has recently consulted on changes to its response standards, which will replace this KPI.</p>			


Indicator	Ref	Aim	Quarter 3
Average call-handling time to mobilise to incidents (in Bedfordshire)	0029	Down	109 s (Target 90 s) 
<p>The average call-handling time of 109 seconds during Q3 is 9 seconds faster than that achieved in Q2. The service has recently consulted on changes to its response standards, which will replace this KPI. We have a new Station Commander in Fire Control who is keen to investigate the call audit process to make it work and meaningful. Early work has identified we need to make everyone more accountable for their call handling times which benefits response times and overall resolutions of incidents. The new station end dashboards will enable this to be delivered.</p>			

Emergency calls to primary fires handled within 90 seconds	0029f	Up	71% (Target 90%) 
<p>The 71% achieved in Q3 is 5 percentage points higher than that achieved in Q2. The BFRS average of 79 seconds in Q3 compares favourably with the English FRSs average of 86 seconds in 2022/23. The service has recently consulted on changes to its response standards, which will replace this KPI. We have a new Station Commander in Fire Control who is keen to investigate the call audit process to make it work and meaningful. Early work has identified we need to make everyone more accountable for their call handling times which benefits response times and overall resolutions of incidents. The new station end dashboards will enable this to be delivered.</p>			

Incident response measures in exception

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 3 From time of call	Quarter 3 From time of send/alert
Primary fires attended within 10 minutes	0030g/k	Up	67% (Target 80%) 	77% (Target 80%) 
<p>HMICFRS commented during our last inspection we were some 7 seconds off our average response time to critical incidents and only hitting it on 61% of occasions. Considerable work has been put into response standards review and public consultation. The average attendance time to primary fires is now under 10 minutes with an increase to 67% of occasions (from time of call) and 77% (from time of send), which may be linked to the continued pump trials and scrutiny on turnout times at wholetime stations. We recognise there is more work to do to get the tougher overall number of incidents attended inside the target as well. This can be directly linked to on-call availability of appliances.</p>				

Indicator	Ref	Aim	Quarter 3 From time of call	Quarter 3 From time of send/alert
RTCs attended within 13 minutes	0030f/m	Up	65% (Target 80%) 	78% (Target 80%) 

Average response times to RTCs are around 11 minutes. This is still well within both the current and proposed response standards. The public's knowledge of their location when travelling and sometimes rural location can contribute to some incidents falling outside of this. However, the overall average looking favourable can be linked to the continued pump trials and scrutiny on turnout times at wholetime stations. We recognise there is more work to do to get the tougher overall number of incidents attended inside the target as well. This can be directly linked to on-call availability.


Off target by less than 10% of target

Secondary fires attended within 20 minutes	0030e/l	Up	93% (Target 96%) 	98% (Target 96%) 
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Average response times to secondary fires is just over 10 minutes. This is well under both the current and proposed response standard. However, there appear to be a small number falling outside of this. Any missed examples will almost certainly be linked to on-call appliance availability.

Human resources measures in exception

Off target by more than 10% of target


Indicator	Ref	Aim	Quarter 3
Percentage of working time lost due to sickness (excluding on-call)	0060	Down	4.87% (Target 4.40%) 

Whilst disappointing the increase is below that of national sickness levels which have seen an increase from 5.8 days per employee in 2020 to 7.8 days per employee by September 2023 (source CIPD).

The post-pandemic world has sadly seen the NHS and health providers struggling to meet demand and waiting lists are expected to reach 8 million by August 2024. The Service has invested in more focused support for employees with the fixed term appointment of an HR Advisor and greater investment in Occupational Health. We are beginning to see the benefits of this investment with long term sickness cases decreasing and management action to tackle short term absence becoming more consistent across the Service. We are confident that sickness absence will remain below the national average and hopefully stabilise at the desired target level, however with the ongoing and well reported issues in the NHS the Service this will remain a challenging target.


Organisational development measures in exception


Off target by less than 10% of target


Indicator	Ref	Aim	Quarter 3
Workplace training completed by senior management roles (SM to SOC) via PDR Pro in last 12 months	T8d	Up	91% (Target 92%) 
Although remaining 1% below target, this has continued to increase with senior managers working hard to complete their workplace training via the pdrPro system. A further reminder will be sent to encourage all senior managers to support us in meeting this target by the end of Q4.			

Health and safety measures in exception

Off target by more than 10% of target





Indicator	Ref	Aim	Quarter 3
Serious accidents where individual is off sick for more than 28 days (per 1000 employees)	H1	Down	1.82 (Target 0.95) 
This is as a result of 3 accidents: 1 x Slip, Trip and Fall/1 x Musculoskeletal and 1 x Exposure to fire or heat. These three accidents have resulted in a total of 430 days absence up to end of Q3. Investigations into these accidents were completed within 40 days as per Service Policy.			

Working days/shifts lost to accidents per 1000 employees (excluding on-call)	H2	Down	188.50 (Target 72.9) 
The number of working days/shifts lost (excluding on-call employees) were due to 7 workplace injuries resulting in a total of 245 days lost. The figure would have been significantly lower had the 3 events resulting in 226 working days/shifts detailed in HS1 not occurred.			







Vehicle collisions involving fire service fleet vehicles, including non-operational assets	H4	Down	12 (Target 9) 
During Q3, 12 collisions occurred. This is a decrease from Q1 but an increase by 1 in Q2. 5 collisions were during emergency response and 7 during routine activity. 10 of these occurred at speed 1 -10 mph, 1 at 31- 50 mph and 1 x stationary. Investigations confirmed 8 collisions were Service driver error, 2 third-party error and 2 unsafe conditions. Of the 8 collisions that were found to be Service driver error: 4 drivers were issued a Note of Informal Discussion (NOID) to discuss and document the incident. 1 driver to complete Vehicle Collisions Presentation. 1 driver to review CCTV footage with a Service Driving Instructor. 1 driver to complete a professional discussion with Line Manager. 1 driver was suspended from driving to undertake practical refresher training, assessment and feedback.			

Measures on or better than target and measures for information


Prevention measures

Indicator	Ref	Aim	Quarter 3
Primary fires attended	0002a	Down	200 (Target 204) 
Fire injuries where victim went to hospital	0014a	Down	5 (Target 8) 
Deliberate fires attended	0003a	Down	97 (Target 172) 
Secondary fires attended	0002b	Down	110 (Target 218) 
Home fire safety visits delivered to high-risk groups	0016a	Up	405 



Protection measures

Indicator	Ref	Aim	Quarter 3
Building Regulations consultations completed on time	0022ai	Up	97% (Target 95%) 
Fire safety audits/inspections completed	PI16	Up	638 (Target 600) 
Number of primary fires in non-domestic buildings	0039	Down	26 (Target 28) 
Number of Building Regulations consultations responded to	0022a	n/a	106 
Number of prohibition notices served	0023g	n/a	9 
Number of enforcement notices served	TBA	n/a	1 





Appliance availability measures

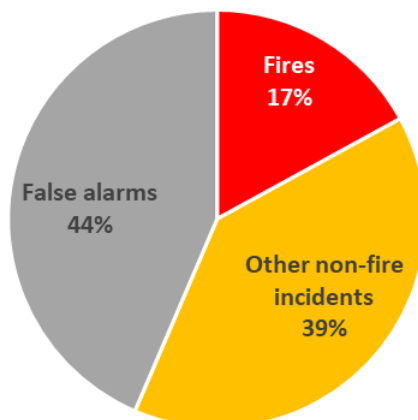
Indicator	Ref	Aim	Quarter 3
Shifts where Service crewing level is sufficient for all wholetime pumps	0040a	Up	100% (Target 100%) 

Response: emergency call handling measures







Indicator	Ref	Aim	Quarter 3	
Emergency calls answered within 7 seconds	0028b	Up	93% (Target 90%)	
Emergency calls received	0028	N/A	1834	

Response: incident activity measures






Indicator	Ref	Aim	Quarter 3	
Incidents attended	0001	N/A	1855	
Fires attended	0001a	N/A	316	
Other non-fire incidents attended	0001b	N/A	731	
False alarms attended	0001c	N/A	808	




Response: incident response time measures

Indicator	Ref	Aim	Quarter 3	
			From time of call	From time of send/alert
Average response time to primary fires	0030a/h	Down	560 s (Target 600 s) 	481 s (Target 600 s) 
Average response time to RTCs	0030d/j	Down	658 s (Target 780 s) 	544 s (Target 780 s) 
Average response time to secondary fires	0030b/i	Down	613 s (Target 1200 s) 	500 s (Target 1200 s) 




Organisational development measures

Indicator	Ref	Aim	Quarter 3
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	99% (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	97% (Target 98%) 



Health and safety measures

Indicator	Ref	Aim	Quarter 3
24-hour cover periods lost to accidents per 1000 on-call employees	H3	Down	0 (Target 175.91) 

Utilising measures

Indicator	Ref	Aim	Quarter 3
Time when rescue pumping appliances were unavailable for operational use due to annual service, defect, or other works (Turnaround time)	WS2a	Down	0.39% (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	0.47% (Target 5%) 
Time when other operational appliances unavailable for operational use due to annual service, defect, or other works (Turnaround time)	WS2c	Down	0.11% (Target 3%) 

Information and communication technology measures

Indicator	Ref	Aim	Quarter 3
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	99.92% (Target 98.0%) 