

For Publication

Bedfordshire Fire and Rescue Authority  
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Item No. 7

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**REPORT AUTHOR:** CHIEF FIRE OFFICER

**SUBJECT:** PERFORMANCE REPORT QUARTER ONE 2019-20 (April 2019 to June 2019)

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Background Papers: Minutes of:

- Corporate Services Policy & Challenge Group (PCG) (27/2/19);
- Service Delivery PCG (7/3/19);
- Human Resources Policy & Challenge Group (14/3/19).

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Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	OTHER (please specify)	
	New		

*Any implications affecting this report are noted at the end of the report.*

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## **PURPOSE:**

To present a summary of organisational performance at the end of the first quarter of the 2019/20 financial year.

## **RECOMMENDATIONS:**

That Members:

1. Acknowledge the Service's performance against the delivery of the Authority's Community Risk Management Plan (CRMP) at the end of quarter one 2019/20 and consider any issues arising;
  2. Comment on the revised reporting layout for the Service Delivery (Prevention, Protection, Response) areas of performance;
  3. Approve the publication of the report on the Service website, subject to any amendments required following review by Members.
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### 1. Background

- 1.1. Both operational and corporate performance is monitored and managed internally via the monthly Corporate Management Team (CMT) Forum. Historically, the Fire and Rescue Authority has scrutinised performance on a quarterly basis via meetings of the three Policy and Challenge Groups (PCG), with the Chair of each PCG reporting separately to meetings of the full Authority. For 2019/20, Members agreed to receive a combined performance report covering all areas of operational and corporate performance.
- 1.2. The Key Performance Indicators (KPI) and targets included within the report reflect those established as part of the Authority's 2019/20 planning cycle, and in support of the strategic aims set out in the Authority's Community Risk Management Plan 2019-2023 (CRMP):
  - Section 3-5: Preventing, Protecting and Responding (Service Delivery);
  - Section 6: Utilising and Maximising (Corporate Services);
  - Section 7: Empowering (Human Resources)

- 1.3. One of the strategic priorities set out in the CRMP is to enable better access to data and performance insight as doing so will help empower staff to greater ownership for delivering performance improvements at a local level. To support this strategic priority, the Service is undertaking a comprehensive review of how it captures and utilises the broad range of risk and performance data available.
- 1.4. This report contains a revised and expanded set of Service Delivery KPIs that are aligned to the service delivery aims of the CRMP, namely Preventing, Protecting and Responding. These KPIs are drawn from a greatly expanded set of over 220 KPIs measuring both output and outcome performance across the Prevention, Protection and Response areas of the Service. They have been devised to give a Service level view of performance but also allow 'drill-down' to local levels and, where applicable, they are aligned to the measures used by the Home Office and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to benchmark performance between other fire and rescue services.
- 1.5. It is likely that this performance report will continue to evolve during 2019/20 as work continues to expand the technical capabilities of the Business Information Team and increase the breadth and availability of risk and performance information.

## 2. Performance Reporting by Exception

- 2.1. The following sections of the report present an overview of performance in key areas of the Service, providing explanatory narrative on specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement.
- 2.2. Service Delivery performance is presented from 3 perspectives:
  - by comparison against the annual target levels;
  - by comparison with performance at the same point last year;
  - by comparison with the 5-year average.

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

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

### 3. Preventing Performance

Performance Indicator	Objective	2019/20 Q1 Actual	2019/20 Q1 Target	Actual v Target	2018/19 Q1 Actual	Actual vs Previous Year	5 year Average	Actual vs 5yr Avge
PI-0002a (Pi01) - Total Primary Fires	Down	246	247.5	-0.6%	245	+0.4%	269	-8.5%
PI-0002ai-I (Pi05b) – No. of Accidental Primary Fires in Dwellings	Down	84	94.5	-11.1%	79	+6.3%	92.8	-9.5%
PI-0013 (Pi2b) - No. of Primary Fire Fatalities	Down	0	1	0%	0	0%	0.28	0%
PI-0014 (Pi3b) - No. of Primary Fire Injuries	Down	9	5.75	+56.5%	8	+12.5%	8.80	+2.2%
PI0005b - % of accidental dwelling fires attended fitted with a working smoke alarm	Up	48	Monitor Only	n/a	38	+26.3%	44.8	+7.1%
PI-0002b - Total Secondary Fires	Down	298	251.01	+18.7%	432	-31%	311.5	-4.3%
PI-0002biv - Total Secondary Fires – Other Outdoors	Down	291	Monitor Only	n/a	256	+13.6%	224.5	+29.6%
PI-0003a - (Pi04b) No. of Deliberate (Arson) Fires	Down	228	189.75	+20.1%*	197	+15.7%	258	-11.6%
PI-0003ai - Total Deliberate Dwelling Fires	Down	5	Monitor Only	n/a	11	-54.5%	11.6	-56.9%
PI-0003aii - Total Deliberate Road Vehicle Fires	Down	42	Monitor Only	n/a	44	-4.5%	43.6	-3.6%
PI-0003aiv - Total Deliberate Other Outdoor Fires	Down	159	Monitor Only	n/a	125	+27.2%	176	-9.6%
PI-0015 - Total Safe & Well Visits delivered	Up	1222	2015	-39.3%	721	+69.5%	1051	+16.3%
PI-0016/0016a - % of SWV delivered to high risk dwellings (elderly, Mosaic 1,2,3)	Up	68.7%	Monitor Only	n/a	58.7%	+17%	47.9%	+43.4%

\*typo correction: minus amended to plus

**Commentary:**

**PI-0002ai-I (Pi05b) – No. of Accidental Primary Fires in Dwellings**

Q1 performance was 11% better than target and 10% better than the 5 year average. Our re-invigorated focus on delivering Safe and Well visits to the most vulnerable in Bedfordshire, alongside local and national safety campaigns, aims to further reduce these fires further.

Across England, the number of accidental dwelling fires continues to fall, from 33,032 in 2009/10 to 26,539 in 2018/19. In Bedfordshire, the number reduced from 464 in 2009/10 to 393 in 2018/19 dipping to a low 350 in 2015/16.

**PI-0014 (Pi3b) - No. of Primary Fire Injuries**

Our aim is to minimise the risk of injury from fire through our prevention and protection response activities. Although the no. of injuries arising from primary fires was up 56.5% on 2018/19, performance is broadly in line with the 5-year average and we anticipate fluctuations throughout the year rather than a linear spread. Of the 9 reported injuries for Q1, 8 were recorded as slight burns or smoke inhalation/precautionary check only. There were no major injuries reported. The ninth involved a fire occurring following a road traffic collision. The 8 incidents included small house/flat fires, 2 of which were in sheltered accommodation and 1 House in Multiple Occupation. The cause of fire for those incidents was a mixture of cooking, discarded smoking materials and electrical. 2 incidents involved shed fires in gardens, both resulting in slight burns.

Bedfordshire does perform well when compared to the rest of England with the rate of non-fatal injuries in fires having reduced by half to 7,160 between 2000/01 and 2018/19. BFRS has remained lower than the national average for each year since 2013/14; in 2018/19 it was approximately 66% below the national average (HMICFRS Power BI data).

**PI-0002b - Total Secondary Fires**

**PI-0002biv - Total Secondary Fires – Other Outdoors**

**PI-0003a - (Pi04b) The Number of deliberate (Arson) fires**

**PI-0003aiv - Total Deliberate Other Outdoor Fires**

Secondary fires show a highly seasonal weather-related trend with significantly more secondary fires typically occurring during Q1 and Q2 each year than in Q3 and Q4. The target shown for Q1 is a simple linear or 'even' split, so whilst this notional quarterly target has not been achieved, accounting for seasonal variation, performance is on track to meet the full year target and is significantly better than for Q1 of 2018/19 and the 5-year average. The majority (74%) of these fires were deliberate fires. In 2018/19, secondary fires increased by 19% compared to the previous year, which was attributed in part to the dry weather conditions of that year. In this reporting period

Secondary Fires – Other Outdoors have accounted for the majority of all secondary fires (291 of 298) and are up compared to last year and the five-year average. The majority (73%) of these fires were deliberate and typically involved items such as refuse, refuse containers, vegetation, fences etc. Our Arson Reduction Officers continue to work with partner agencies on initiatives aimed at reducing levels of deliberate fires of this type.

**PI-0015 - Total Safe & Well Visits delivered**

This year, Members approved a challenging ‘stretch’ target to deliver 50% more Safe and Well visits than 2018/19, building upon the 139% increase on 2017/18. Work is being undertaken to generate increased numbers of referrals of vulnerable households from partner agencies such as local authorities, charities, health agencies and other emergency services. It is anticipated that this work will bear fruit later in the year and that in consequence the number of Safe and Well visits delivered will increase in future quarters. It should be noted that the number of visits undertaken is significantly more than for the same period last year.

#### 4. Protecting Performance

Performance Indicator	Objective	2019/20 Q1 Actual	2019/20 Q1 Target	Actual v Target	2018/19 Q1 Actual	Actual vs Previous Year	5 year Average	Actual vs 5yr Avge
PI-0002aiii - Total Primary Fires – Other Buildings	Down	50	Monitor only	n/a	57	-12.3%	51.5	2%
PI-0003aiii - Total Deliberate Fires – Other Buildings	Down	13	Monitor only	n/a	15	-13.3%	13.25	2%
PI-0039 (Pi18) Total Primary Fires in Non-Domestic Buildings	Down	31	28.5	+2.5%	38	-18.4%	31.4	1%
PI-0011a - (Pi19) Total AFD False Alarms attended in Non-Domestic Properties	Down	110	150	-26.7%	154	-28.6%	204.4	46%
Pi16 - Total Fire Safety Audits/inspections completed	Up	362	450	-19.6%	440	-17.7%	516	-29.8%
Pi15 - % of Building Regulations consultations completed on time	Up	89.9%	95%	-5.4%	97%	-7.3%	95.6	-5.9%

#### **Commentary:**

##### **PI-0039 (Pi 18) – Total Primary Fires in Non-Domestic Buildings**

The number of fires in non-domestic buildings is higher than target. Of the 31 incidents, 6 were at Bedford Prison which is Crown Property and outside our jurisdiction for enforcement of fire safety regulations. Members will be aware of the ongoing dialogue with HMP Bedford and the Crown Premises Fire Inspection Group in relation to the number of fire incidents.

##### **PI-0011a - (Pi19) Total AFD False Alarms attended in Non-Domestic Properties**

In April 2017, BFRS adopted a call challenge policy where no attendance is made to calls arising from AFD actuations in commercial, non-sleeping risk, premises during occupied hours unless there is a confirmed fire. For out-of-hours calls from alarm receiving centres a reduced attendance is sent. The impact of this policy change has led to this reduced number of mobilisations to false alarm incidents. This has released capacity to focus on other key strategic activities, reduced road risk and ensured resources remain available for genuine emergencies.

**Pi16 - Total Fire Safety Audits/inspections completed**

Performance is below target and lower than Q1 last year, attributable in part to reduced capacity within the specialist fire safety team due to ill-health absence and a secondment to support our wholetime recruitment campaign. Managers continue to manage absence and the seconded officer will shortly return to their Protection duties. A number of inspections (62) allocated to operational crews for Q1 were not completed in that period but inspections of high risk premises inspections are on track.

**Pi15 - % of Building Regulations consultations completed on time**

There was a significant spike in hard copy Building Regulations applications in April 2019, this coupled with other increased workloads (e.g. Luton Airport expansion), ill-health absence and new staff not yet qualified to carry Building Regulations consultations led to 13 of 128 consultation responses not being completed within the required timeframe of 15 working days.

## 5. Responding Performance

Performance Indicator	Objective	2019/20 Q1 Actual	2019/20 Q1 Target	Actual v Target	2018/19 Q1 Actual	Actual vs Previous Year	5 year Average	Actual vs 5yr Ave
PI-0028-Total Emergency Calls received	Down	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1
PI-0001-Total Incidents	Down	1509	Monitor only	n/a	1468	+2.8%	1526.8	-1.2%
PI-0001a - Total Fires	Down	553	Monitor only	n/a	515	+7.4%	572	-3.3%
PI-0001b - Total Special Services	Down	390	Monitor only	n/a	349	+11.7%	329.6	-18.3%
PI-0001bi (Inf01) - Total Road Traffic Collisions attended	Down	108	Monitor only	n/a	113	-4.4%	103.4	+4.4
PI-0001c - Total False Alarms attended	Down	564	Monitor only	n/a	604	-6.6%	619.2	-8.9%
PI-0028a - % of emergency calls answered within 7 seconds	Up	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1
PI-0029 - Average Call Handling Time (Bedfordshire incidents)	Down	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1
PI-0030a (Pi08) - Average response time to primary fires (min:sec for 19/20)	Down	10:07	10	+1.1%	11.33	-12.4%	9.44	+3.9%
PI-0030b - Average response time to secondary fires (min:sec for 19/20)	Down	10:15	20:00	-48.7%	10.42	-4.2%	n/a see note 2	n/a see note 2
PI-0030d (Pi10) - Average response time to RTCs (min:sec for 19/20)	Down	11:50	13	-9%	12.83	-11.6%	10.30	+12.7%
PI-0034 - % availability of 1 <sup>st</sup> On-Call pumping appliances	Up	71.6	90%	-20.4%	66.3%	+7.9%	n/a see note 2	n/a see note 2
PI-0036 (Pi07) - % of time wholetime global crewing availability enabled 9 riders on 2 pump responses	Up	99.45%	90%	+16.5%	98.91%	+0.5%	98.05%	+1.4%

**Commentary:**

Note 1 – These are new performance measures and we are awaiting direct access to the Frequentis server held in Essex FRS.

Note 2 – This data was unavailable at the time of writing.

**PI-0001-Total Incidents**

Total incident numbers are broadly comparable to the same period last year (2.8%), following the national trend, which saw a 2% increase in all incidents. The Service is performing favourably against the 5-year average and significantly down on 2009/10 which reported 6,434 incidents compared to 6,001 for 2018/19, despite the range of incidents attended by the Service increasing (such as complex patients, effecting entry etc.).

**PI-0001a - Total Fires**

Total fire incident numbers rose slightly, with a 7.4% difference to the same period last year. Nationally, there was a 9% increase in fire incidents compared to the previous year. The Service is performing favourably against the 5-year average and significantly down on 2009/10 which reported 2,807 fires attended compared to 2,144 for 2018/19.

**PI-0001b - Total Special Services****PI-0001bi (Inf01) - Total Road Traffic Collisions attended**

Total special services numbers increased by 12.4% compared to the same period last year and 18% higher than the 5-year average, with a peak of 1,675 in 2016/17. Much of this increase This can be attributed to the additional activities we are engaged with partners in delivering, such as complex patient rescues and effecting entry.

The number of RTCs attended by BFRS remains relatively consistent, 4.4% below Q1 of last year and 4.4% higher than the 5-year average.

BFRS remains engaged with the Bedfordshire Road Safety Partnership and continues to deliver a range of driver safety initiatives with partners to raise awareness and reduce the impact of road collisions.

**PI-0030a (Pi08) - Average response time to primary fires**

Response times are measured from the time the first call is received in Fire Control to the time the first appliance arrives at the scene.

Members will recall previous performance reports that explained why a technical problem involving how our current mobilising system

has been recording when an appliance arrives at an incident had led to a reduced confidence in the accuracy of response time data. The supplier's solution to rectify this issue has been tested and is awaiting final approval by Essex FRS for it to be applied to the BFRS system. In parallel to this work, our ICT team have been working to ensure any data that has been incorrectly recorded is amended to reflect accurate attendance times. Once the software 'fix' has been applied, a data cleansing exercise will be undertaken to restore full confidence in our response time data accuracy. The following narrative must be considered in the context of the above statement. Our average response time to primary fires is marginally slower than last year and the 5-year average. This follows a national trend of extending attendance times. In 2009/10, national attendance times for all primary fires are reported as 8min 14sec, in 2017/18 it is 8min 45sec.

The longest response time recorded for Q1 involved a small rural grass fire which is recorded as a primary fire by virtue of it being in a national trust area; crews were delayed in attending awaiting access to the site. Another protracted response time involved crews attending an unexploded WW2 bomb not on blue lights, following being held by Police for safety reasons. A small number of protracted incidents can have a significant impact on the average times.

**PI-0030d (Pi10) - Average response time to RTCs**

Our average response time to RTCs remains better than target and better than the same period in 2018/19. Attendance times to RTCs can be significantly impacted by their location, with many incidents occurring on rural roads requiring longer travel time to arrive.

## 6. Corporate Services and Human Resources Performance - Exception Reports

6.1. The following sections continue with the exception reporting format used previously during 2018/19 pending the review of performance indicators being extended to include these areas.

- Appendix A contains the full set of Corporate Services performance indicators;
- Appendix B contains the full set of Human Resources performance indicators.

### 6.2. **FNP5 Percentage of Uncontested Invoices Paid Within 30 days**

Slightly (0.3%) below target with 69 of 1500 unpaid after 30 days. The Finance Team have contacted the budget managers directly where the invoices were held up. The delays were mainly due to annual leave

### 6.3. **HR1 - The percentage of working time lost due to sickness**

The Service target was exceeded with Q1 performance of 5.07%. Across all 3 employee groups (Wholetime Operations, Control and Support) long-term sickness has been unusually high with 24 cases in the quarter. 10 employees were recovering from injuries/fractures in the period, predominantly these occurred in the operations employee group where opportunities for less physically demanding work is more limited given the operational nature of the role. 6 employees were long-term absence with some form of mental health related absence and received the support and professional input from Occupational Health Services. The remaining 8 cases varied in nature from cancer, eye and cardio conditions. At the time of writing only 4 of the 24 cases are on-going. The Service has invested in a dedicated Attendance Adviser fixed-term appointment this financial year; an appointment to the role is imminent. This will assist the Service in placing a greater emphasis on management of all attendance cases and upskilling, coaching and mentoring managers to deal with attendance issues in a timely manner

### 6.4. **H1 - Number of serious accidents (over 28 days) per 1000 employees.**

Missed target by 105%. The quarter 1 actual figure of 1.94 equates to one accident injury that led to absences over 28 days. The injury occurred during a training event where a firefighter suffered a manual handling injury. This resulted in a bicep injury that required surgery.

6.5. **H2 - Number of working days/shifts lost to accidents per 1000 employees (excluding Retained Duty System employees).**

Missed target by 136%. The quarter 1 actual figure of 171.93 equates to 74 days lost associated with 11 workplace accident injuries where 4 of these injuries resulted in lost time. 33 of those days lost were associated with the event detailed in the H1 exception report above.

6.6. **T7 - Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role.**

2% below target this equates to 1 FDS officers out of certification. This Flexible Duty Officer was unable to attend the Incident Command (IC) assessment that had been scheduled for him, waiting new nomination date.

6.7. **T8b - Percentage of Safety Critical Maintenance training programmes completed by On-Call Operational Personnel via PDR Pro within the last 12 months.**

3% below target, 1% improvement from last quarter. This is due to the large numbers of RDS personnel recruited in the last year and relevant station training planners have to accommodate this additional training requirement.

**PAUL M FULLER CBE QFSM MStJ DL  
CHIEF FIRE OFFICER**

## SUMMARY OF CORPORATE SERVICES PERFORMANCE 2019/20

Information and Communications Technology								
Measure				2019-20				
No.	Description	Aim	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
IM1	The Number of Incidents on Mission Critical services resolved within 1 Hour	Higher is Better	100%	100%	100%	90%	Green	10% better than target
IM2	The Number of Incidents on Business Critical services resolved within 2 Hours	Higher is Better	96%	100%	100%	96%	Green	4% better than target
IM3	The Number of Incidents on Business Operational services resolved within 4 Hours	Higher is Better	93%	90%	100%	90%	Green	10% better than target
IM4	The Number of Incidents on Administration Services resolved within 8 Hour	Higher is Better	89%	92%	100%	90%	Green	10% better than target
AV1	Core ICT services availability	Higher is Better	97%	100%	100%	97%	Green	3% better than target
AV2	Business Applications Availability	Higher is Better	100%	100%	100%	97%	Green	3% better than target

Fleet & Workshops								
No.	Description	Aim	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
WS1a	Grade A Defect Response Time (within 1 hour)	Higher is Better	93.35%	95.56%	91.30%	90%	Green	1% better than target
WS1b	Grade A Defect Response Time (within 2 hours)	Higher is Better	97.58%	100.00%	100.00%	95%	Green	5% better than target
WS2a	The percentage of time when Rescue Pumping Appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Lower is Better	2.31%	2.51%	2.03%	5%	Green	59% better than target
WS2b	The percentage of time when Aerial Ladder Platforms & SRU were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Lower is Better	3.25%	2.78%	2.60%	5%	Green	48% better than target
WS2c	The percentage of time when other operational appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Lower is Better	0.39%	0.50%	0.66%	3%	Green	78% better than target
WS4	The number of hours as a percentage the appliance is unavailable for operational response in the reporting period, other than for the time measured under the turn-a-round time. (Idle time)	Lower is Better	0.93%	1.27%	1.38%	2%	Green	31% better than target
WS5	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.	Higher is Better	97.57%	97.67%	97.24%	93%	Green	5% better than target
WS6	Annual Services undertaken	Higher is Better	100%	100%	100%	97%	Green	3% better than target

Finance								
No.	Description	Aim	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
FNP3	% of Routine Financial Reports Distributed Within 6 Working Days of Period end closure	Higher is Better	100.00%	100.00%	100.00%	90%	Green	Met Target
FNP5	Percentage of Uncontested Invoices Paid Within 30 days	Higher is Better	95.55%	96.15%	95.72%	96%	Amber	Missed target by 0.3%
FNP6	Percentage of Outstanding Debt Over 90 Days Old	Lower is Better	6.05%	0.04%	2.38%	2.5%	Green	5% better than target

## SUMMARY OF HUMAN RESOURCES PERFORMANCE 2019/20

Human Resources									
No.	Description	Aim	2019-20 Target	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
HR1	The percentage of working time lost due to sickness	Lower is Better	4.3%	3.50%	3.66%	5.07%	4.3%	Red	Missed target by 18%
HR1b	The percentage of working time lost to sickness excluding long term	For Info Only	n/a	1.42%	1.21%	1.96%	n/a		

Health and Safety									
No.	Description	Aim	2019-20 Target	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
H1	Number of serious accidents (over 28 days) per 1000 employees.	Lower is Better	3.78	0.39	0.00	1.94	0.95	Red	Missed target by 105%
H2	Number of working days/shifts lost to accidents per 1000 employees (excluding Retained Duty System employees).	Lower is Better	291.15	51.93	2.27	171.93	72.79	Red	Missed target by 136%
H3	Number of 24 hour cover periods lost to accidents per 1000 Retained Duty System (Full Time Equivalent) employees.	Lower is Better	703.62	263.59	151.60	0.00	175.91	Green	100% Better than target

Staff Development									
No.	Description	Aim	2019-20 Target	Five Year Average	2018/19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
T1	Percentage of operational BA wearers (Station based) that have attended an assessed BA course within the last two years.	Higher is Better	98%	94%	99%	100%	98%	Green	2% Better than target
T2	Percentage of EFAD qualified fire-fighters that have attended EFAD Assessment course within the last three years	Higher is Better	98%	99%	99%	100%	98%	Green	2% Better than target
T3	Percentage of station based operational staff that have attended a Water First Responder or Water Technician course within the last three years	Higher is Better	98%	97%	100%	100%	98%	Green	2% Better than target
T4	Percentage of operational BA wearers (station based ) that have attended Compartment Fire Behaviour course within the last two years	Higher is Better	98%	98%	100%	99%	98%	Green	1% Better than target
T5	Percentage of station based operational Emergency Care for Fire and Rescue trained personnel that have attended a requalification course within the last three years.	Higher is Better	98%	95%	100%	100%	98%	Green	2% Better than target

Staff Development (cont.)									
No.	Description	Aim	2019-20 Target	Five Year Average	2018/19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comment
T6	Percentage of station based operational Working at Height Operators that have attended a Working at Height recertification assessment within the last three years.	Higher is Better	98%	79%	100%	100%	98%	Green	2% Better than target
T7	Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role.	Higher is Better	98%	99%	96%	96%	98%	Amber	Missed target by 2%
T8a	Percentage of Safety Critical Maintenance training programmes completed by Wholetime Operational Personnel via PDR Pro within the last 12 months.	Higher is Better	92%	94%	93%	95%	92%	Green	1% Better than target
T8b	Percentage of Safety Critical Maintenance training programmes completed by On-Call Operational Personnel via PDR Pro within the last 12 months.	Higher is Better	92%	89%	90%	89%	92%	Amber	Missed target by 3%

Staff Development (cont.)									
No.	Description	Aim	2019-20 Target	Five Year Average	2018/19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
T8c	Percentage of Safety Critical Maintenance training programmes completed by Control Personnel/WM Control via PDR Pro within the last 12 months.	Higher is Better	92%	87%	93%	92%	92%	Green	Met Target
T8d	Percentage of Safety Critical Maintenance training programmes completed by Senior Management roles (SC to SOC) via PDR Pro within the last 12 months.	Higher is Better	92%	93%	93%	93%	92%	Green	1% Better than target

*Note: The comments column on the right hand side shows a comparison of actual against target as a percentage, it should be noted that all targets are represented as 100% and the actual is a percentage of that target.*