THAMES VALLEY FIRE CONTROL SERVICE



| SUBJECT | TVFCS Performance Monitoring Annual Report |
|--------------------|--|
| | 22/23 |
| PRESENTED TO: | Joint Committee |
| DATE OF MEETING | 17 July 2023 |
| LEAD OFFICER | Area Commander Simon Tuffley |
| EXEMPT INFORMATION | None |
| ACTION | Decision |

1. EXECUTIVE SUMMARY

- 1.1 During 2022/23, the TVFCS Joint Coordination Group (JCG) developed a new range of key performance measures to improve and enhance the monitoring of the Service. The suite of measures were discussed and developed at the Joint Committee's December 2022 Workshop meeting, and continue to be established as a comprehensive and robust monitoring process.
- 1.2 It is worth noting, the report contains different types of target and methods of comparison. Some targets are aspirational, some are there to ensure minimum standards are met and others are there to identify exceptions within trends, allowing us to identify possible needs for change/reaction.
- 1.3 Of the 31 measures originally identified, 11 are currently reportable. Member's recommendations to include measures for calls handled per FTE, and contract performance against SLA, have been included from 2023/24 and will feature in the Q1 report scheduled to be presented to Members in September 2023.
- 1.4 Further work continues to include the additional measures in future reports, including more granular reporting of mobilisation times, according to the type

of incident being reported to the Service.

1.5 Examples of some new measures commencing from 2023 are included below, giving an indication of progress and performance during Q1 this year:

| | | Syste | • | | | | | | | | | | | | | |
|----------|---|-------------------------|---|---------------------|---------------------------|----------------------|------------|------------|----------------------|------------|---------|------------|-------------|------------|---------------------|---|
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | В | 100% |
| | Targe | | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | | G | > 97.9% |
| | 2023 | | | | | | | | | | | | | | Α | > 95.9% |
| | Status | s | | | | | | | | | | | | | R | < 96% |
| <u> </u> | Targe | t 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | Wha | at is go | nd |
| ź | 2022 | | 3070 | 3070 | 3070 | 3070 | 3070 | 3070 | 3070 | 3070 | 3070 | 3070 | 3070 | | ner is be | |
| | Status | | | | | | | | | | | | | 6. | 101 13 50 | |
| | PV.1.8 - | | | | ı | | | | | | | | | | | |
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | В | |
| <u>*</u> | Targe | | 61 | 61 | 61 | 61 | 61 | 61 | 61 | 61 | 61 | 61 | 61 | | G | |
| Molium | 2023 | | | | | | | | | | | | | | Α | |
| 2 | Status | s | | | | | | | | | | | | | R | |
| <u>ا</u> | Targe | + | | | | | | | | | I | | | Wha | at is go | nd |
| - | | LI | | | | | | | | | | | | | | |
| <u> </u> | | | | | | | | | | | | | | | | |
| Calling | 2022 Status | 77.5 | | | | | | | | | | | | | ner is be | |
| | Status Ref: GP1.8 | Ca | 5% | May 85% | June 85% | Comple Jul 85% | eted wi | Sep 85% | mefran Oct 85% | ne Nov 85% | Dec 85% | Jan 85% | Feb 85% | | | >95% |
| | Status Ref: GP1.8 | Ca | Apr | May 85% | June 85% | Jul 85% | Aug | Sep | Oct | Nov | _ | | | High | ner is be | >95% 85%-95 |
| | Status Ref: GP1.8 | Carget 8 2023 1 | Apr | May 85% | June 85% | Jul 85% | Aug | Sep | Oct | Nov | _ | | | High | B G A R | >95% 85%-99 65%-84 <65% s good |
| | Status Ref: GP1.8 | Carget 8 2023 1 | Apr | May 85% | June 85% | Jul 85% | Aug | Sep | Oct | Nov | _ | | | High | B G A R | >95% 85%-95 65%-8* |
| R | Ref: GP1.8 T S Ref: 1.10 Fi | Carget & 2023 : itatus | Apr 25% 2000 2000 2000 2000 2000 2000 2000 | May 85% 100 | June 85% - | Jul 85% | Aug | Sep | Oct 85% | Nov 85% | 85% | 85% | 85% | Mar 85% | B G A R What Higher | >95% 85%-99 65%-84 <65% s good |
| | 2022 Status Ref: GP1.8 T S Ref: 1.10 Fi | Caraget 8 2023 1 status | Apr 55% 500 500 500 500 500 500 500 500 500 | May 85% 100 dance g | June 85% - given | Jul 85% - | Aug 85% | Sep 85% | Oct 85% | Nov 85% | 85% | 85% | 85% | Mar 85% | B G A R | >95% 85%-99 65%-84 <65% s good |
| R | 2022 Status Ref: GP1.8 T S Ref: 1.10 Fi Prev 5 year 2023 Status | Carget & 2023 : itatus | Apr 25% 2000 2000 2000 2000 2000 2000 2000 | May 85% 100 dance g | June 85% - given | Jul 85% - | Aug 85% | Sep 85% | Oct 85% | Nov 85% | 85% | 85% | Feb N/A N/A | Mar 85% | B G A R What Higher | >95% 85%-95 65%-84 <65% s good is better |

1.6 It is important to note that many indicators used within each measure represent change within the Service and do not always represent good or bad performance.

2. **RECOMMENDATION**

That Joint Committee:

2.1 **Agree** to note the TVFCS Annual Performance Monitoring Report for 2022/23.

3. REPORT

3.1 This report demonstrates how the Service has performed over the 2022/23 financial year, with 11 measures reportable over the 12-month period.

Performance Highlights

- 3.2 Of particular significance is the increased cumulative number of emergency calls received over the period when compared to the previous five-year average. This was heavily influenced by the summer pressures during July and August 2022, and another busy period in December.
- 3.3 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 94.6% over the year, which is above the 92% target set by the Joint Coordination Group.
- 3.4 Safeguarding referrals and the need to manage threats of arson increased significantly over this year when compared with the previous five-year average, increasing by 48% and 21% respectively.
- 3.5 The employee headcount has remained stable, however staff turnover remained higher than our target and work continues to improve staff turnover.
- 3.6 Long term absence levels have improved significantly during the second half of the year, whereas short term absence levels have remained higher than desired.

Public Safety – Effectiveness

| | Ref: 1.1 | Emerge | ency call | ls answ | ered | | | | | | | | | | |
|------------|----------------|--------|-----------|---------|-----------|-----------|----------------------|---------|---------|---------|--------|--------|--------|--------------|----------------|
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | <10% |
| | Prev 5 year | 2842 | 2764 | 3119 | 3824 | 3431 | 3175 | 3058 | 2807 | 2736 | 2570 | 2541 | 2623 | G | Within 10% |
| Monthly | 2022 | 3195 | 3342 | 3357 | 5565 | 5858 | 3143 | 3087 | 2893 | 3544 | 2774 | 2470 | 2791 | Α | >10% |
| Mon | Status | 12.42% | 20.91% | 7.63% | 45.53% | 70.74% | -1.01% | 0.95% | 3.06% | 29.53% | 7.94% | -2.79% | 6.40% | R | >20% |
| | Prev 5 year | 2842 | 5606 | 8725 | 12549 | 15980 | 19155 | 22213 | 25020 | 27756 | 30326 | 32867 | 35490 | What is | rood. |
| Cumulative | | - | | 9894 | 15459 | 21317 | 24460 | 27547 | 30440 | 33984 | 36758 | 39228 | 42019 | | 0% of previous |
| Ē | 2022 Status | 3195 | 6537 | 9894 | 15459 | 21317 | 24460 | 2/54/ | 30440 | 33984 | 36/58 | 39228 | 42019 | year ave | |
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | 93%-100% |
| | Ref: 1.2 | Emerge | ency call | ls answ | ered with | nin 5 sed | onds | | | | | | | | |
| | | A m = | Mau | lung | I.d | A | Can | Oct | New | Dos | lan | Fob | Max | В | 039/ 1009/ |
| _ | T | | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | G | 92%-92.9% |
| ≥ | Target 2022 | 90.33 | 96.63 | 95.08 | 91.65 | 84.46 | 96.42 | 96.68 | 96.77 | 96.66 | 97.42 | 97.99 | 95.63 | A | 91.9%-81% |
| Monthly | Status | 90.55 | 90.03 | 95.08 | 91.05 | 84.40 | 90.42 | 90.00 | 90.77 | 90.00 | 97.42 | 97.99 | 95.05 | R | 80.9%-0% |
| 2 | Status | | | | | | | | | | | | | N. | 80.576-076 |
| a | Target | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | 92% | What is | Tood |
| Cumulative | 2022 | 90.33 | 93.48 | 94.013 | 93.4225 | 91.63 | | 93.0357 | 93.5025 | 93.8533 | 94.21 | 94.554 | 94.643 | Higher is | |
| 影 | Status | 30.33 | JJ.40 | 34.013 | 33.4223 | 31.03 | JZ. 4 203 | 33.0337 | 33.3023 | 73.0333 | 34.21 | 34.334 | 34.043 | I lighter is | better |
| | Ref: 1.3 | Emerge | ency call | ls answ | ered with | nin 10 se | econds | | | | | | | | |
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | 98%-100% |
| | Target | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | G | 97%-97.9% |
| Monthly | 2022 | 92.55 | 98.57 | 97.29 | 95.92 | 89.1 | 98.7 | 98.58 | 98.69 | 98.54 | 98.92 | 99.23 | 98.14 | Α | 96.9%-86% |
| δ | Status | | | | | | | | | | | | | R | 85.9%-0% |
| | Target | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | 97% | What is | good |
| ive | | | | | | 7 | | V | | | | | | | |
| Cumulative | 2022 | 92.55 | 95.56 | 96.137 | 96.0825 | 94.686 | 95.355 | 95.8157 | 96.175 | 96.4378 | 96.686 | 96.917 | 97.019 | Higher is | better |

| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | B 81% | 6-100 |
|--|---|--|-----------------------------------|--|--|--------------------------------------|--|------------------------------------|-----------------------------|-----------------------------------|--------------------------------|--------------------------|--------------------------|--|--|
| | Target | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | | 6-80.9 |
| Monthly | 2022 | | | | | | | | | | | | | A 79.9 | 9%-70 |
| Ψ | Status | | | | | | | | | | | | | R 69.9 | 9%-0% |
| ē. | Target | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | 80% | What is good | |
| Cumulative | 2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Higher is better | |
| Gu | Status | | | | | | | | | | | | | | |
| Re | ef: 1.5 | Station | s alerted | d within | 90 seco | nds (Bu | ilding fir | es) | | | | | | | |
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | B 86% | 6-1009 |
| | Target | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | | 6-85.9 |
| - th | 2022 | 00,1 | | 00,1 | | | 00,1 | | | | | | 00,1 | | 9%-75 |
| Monthly | Status | | | | | | | | | | | | | | 9%-65 |
| e e | Target | | | | | | | | | | | | | What is good | |
| Cumulative | 2021 | | | | | | | | | | | | | Higher is better | |
| G | Status | | | | | | | | | | | | | | |
| Re | ef: 1.6 | Station | s alerted | d within | 90 seco | nds (Fir | es in vel | nicles) | | | | | | | |
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | 6-1009 |
| _ | Target | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | | 6-75.9 |
| Monthly | 2022 | | | | | | | | | - | | | | | 9%-65 |
| Σ | Status | | | | | | | | | | | | | R 64.9 | 9%-0% |
| ve . | Target | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | What is good | |
| Cumulative | 2021 | | | | | | | | | | | | | Higher is better | |
| m C | Status | | | | | | | | | | | | | | |
| ıthly | Target 2022 | Apr 75% | 75% | June 75% | Jul 75% | 75% | Sep 75% | Oct 75% | 75% | 75% | 75% | 75% | 75% | G 75% | 6-75.9 |
| Monthly | | | | | | | | | | | | | | G 75% A 74.9 | %-75.9 9%-65 |
| | Status Target | | | | | | | | | | | | | G 75% A 74.5 R 64.5 What is good | %-75.9 9%-65 9%-0% |
| Cumulative Monthly | 2022 Status | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | G 75% A 74.9 R 64.9 | %-75.9 9%-65 9%-0% |
| Cumulative | Status Target 2021 Status | 75% 75% Station | 75% 75% s alerted | 75% 75% | 75% 75% 90 seco | 75% 75% nds (Ro | 75% 75% ad Traff | 75% 75% ic Collisi | 75% 75% ons - Pe | 75% 75% rsons tra | 75% 75% apped) | 75% | 75% | G 75% A 74.9 R 64.9 What is good Higher is better | %-75.9 9%-65 9%-0% |
| Cumulative | Target 2021 Status Target 2021 Status ef: 1.8 | 75% 75% Station | 75% 75% s alerted | 75% 75% within | 75% 75% 90 seco | 75% 75% nds (Ro | 75% 75% ad Traff | 75% 75% ic Collisi | 75% 75% ons - Pe | 75% 75% rsons tra | 75% 75% apped) | 75% 75% Feb | 75% 75% Mar | G 75% A 74.9 R 64.9 What is good Higher is better | 6-75.9 9%-65 9%-0% |
| Cumulative | Status Target 2021 Status | 75% 75% Station | 75% 75% s alerted | 75% 75% | 75% 75% 90 seco | 75% 75% nds (Ro | 75% 75% ad Traff | 75% 75% ic Collisi | 75% 75% ons - Pe | 75% 75% rsons tra | 75% 75% apped) | 75% | 75% | G 75% A 74.5 R 64.9 What is good Higher is better B 61% G 60% A 59.5 | %-75.9 9%-65 9%-0% - - - - - - - - - - - - - - - - - - |
| Monthly Cumulative | Z022 Status Target Z021 Status ef: 1.8 Target Z022 Status | 75% 75% Station Apr 60% | 75% 75% s alertec | 75% 75% 3 within June 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% | 75% 75% ad Traff Sep 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 | %-75.9 9%-65 9%-0% - - - - - - - - - - - - - - - - - - |
| Monthly Cumulative | Status Target 2021 Status ef: 1.8 Target 2022 Status | 75% 75% Station Apr 60% | 75% 75% s alerted | 75% 75% within | 75% 75% 90 seco | 75% 75% nds (Ro | 75% 75% ad Traff | 75% 75% ic Collisi | 75% 75% ons - Pe | 75% 75% rsons tra | 75% 75% apped) | 75% 75% Feb | 75% 75% Mar | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Cumulative | Z022 Status Target Z021 Status ef: 1.8 Target Z022 Status | 75% 75% Station Apr 60% | 75% 75% s alertec | 75% 75% 3 within June 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% | 75% 75% ad Traff Sep 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 | 6-100% 6-60.9 9%-50 9%-0% |
| Cumulative Monthly Cumulative | Target 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status | 75% 75% Station Apr 60% | 75% 75% s alerted May 60% | 75% 75% 3 within June 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% | 75% 75% ad Traff Sep 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Cumulative Monthly Cumulative | Target 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status | 75% 75% Station Apr 60% | 75% 75% s alerted May 60% | 75% 75% 3 within June 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% | 75% 75% ad Traff Sep 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Cumulative Monthly Cumulative | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status Prev 5 year | 75% 75% Station Apr 60% Challer | 75% 75% s alerted May 60% 60% | 75% 75% 3 within June 60% 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 |
| Cumulative Monthly Cumulative | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status Prev 5 year 2022 | 75% 75% Station Apr 60% Challer | 75% 75% s alerted May 60% 60% | 75% 75% 3 within June 60% 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Cumulative Monthly Cumulative | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status Prev 5 year | 75% 75% Station Apr 60% Challer | 75% 75% s alerted May 60% 60% | 75% 75% 3 within June 60% 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Monthly Cumulative Monthly Cumulative | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status Prev 5 year 2022 | 75% 75% Station Apr 60% Challer | 75% 75% s alerted May 60% 60% | 75% 75% 3 within June 60% 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 |
| Monthly Cumulative Monthly Cumulative | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Frev 5 year 2022 Status Prev 5 year 2022 Status | 75% 75% Station Apr 60% Challer | 75% 75% s alerted May 60% 60% | 75% 75% 3 within June 60% 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Monthly Cumulative Monthly Cumulative | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status Prev 5 year 2022 Status | 75% 75% Station Apr 60% Challer | 75% 75% s alerted May 60% 60% | 75% 75% 3 within June 60% 60% | 75% 75% 90 seco | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Cumulative Monthly Cumulative Monthly Cumulative Monthly Cumulative | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Frev 5 year 2022 Status Prev 5 year 2022 Status | 75% 75% Station Apr 60% Challer Apr | 75% 75% s alertec May 60% 60% May | 75% 75% Within June 60% 60% S resulti | 75% 75% 90 seco Jul 60% 60% | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 |
| Cumulative Monthly Cumulative Mo | 2022 Status Target 2021 Status ef: 1.8 Target 2022 Status Target 2022 Status Prev 5 year 2022 Status Prev 5 year 2022 Status Prev 5 year 2022 Status | 75% 75% Station Apr 60% Challer Apr | 75% 75% s alertec May 60% 60% May | 75% 75% Within June 60% 60% S resulti | 75% 75% 90 seco Jul 60% 60% | 75% 75% nds (Ro Aug 60% 60% | 75% 75% ad Traff Sep 60% 60% | 75% 75% ic Collisi Oct 60% | 75% 75% ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% | 75% 75% apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 |
| Cumulative Monthly Cumulative Mo | 2022 | 75% 75% Station Apr 60% Challer Apr | 75% 75% s alertec May 60% 60% May | 75% 75% Within June 60% 60% s resulti | 75% 75% 90 seco Jul 60% 60% ing in no | 75% 75% 75% Aug 60% 60% require | 75% 75% Add Traff Sep 60% 60% ment to | 75% 75% ic Collisi Oct 60% 60% | 75% 75% Ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% Dec | 75% 75% 75% Apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 |
| Cumulative Monthly Cumulative Mo | Target | 75% 75% Station Apr 60% Challer Apr | 75% 75% s alertec May 60% 60% May | 75% 75% Within June 60% 60% s resulti | 75% 75% 90 seco Jul 60% 60% ing in no | 75% 75% 75% Aug 60% 60% require | 75% 75% Add Traff Sep 60% 60% ment to | 75% 75% ic Collisi Oct 60% 60% | 75% 75% Ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% Dec | 75% 75% 75% Apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 9%-00 |
| Cumulative Monthly Cumulative Mo | 2022 | 75% 75% Station Apr 60% Challer Apr | 75% 75% s alertec May 60% 60% May | 75% 75% Within June 60% 60% s resulti | 75% 75% 90 seco Jul 60% 60% ing in no | 75% 75% 75% Aug 60% 60% require | 75% 75% Add Traff Sep 60% 60% ment to | 75% 75% ic Collisi Oct 60% 60% | 75% 75% Ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% Dec | 75% 75% 75% Apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 |
| Monthly Cumulative Monthly Cumul | Target | 75% 75% Station Apr 60% Challer Apr | 75% 75% s alertec May 60% 60% May | 75% 75% Within June 60% 60% s resulti | 75% 75% 90 seco Jul 60% 60% ing in no | 75% 75% 75% Aug 60% 60% require | 75% 75% Add Traff Sep 60% 60% ment to | 75% 75% ic Collisi Oct 60% 60% | 75% 75% Ons - Pe Nov 60% | 75% 75% rsons tra Dec 60% Dec | 75% 75% 75% Apped) Jan 60% | 75% 75% Feb 60% | 75% 75% Mar 60% | G 75% A 74.9 R 64.9 What is good Higher is better B 61% G 60% A 59.9 R 49.9 What is good Higher is better | 6-75.9 9%-65 9%-00 6-60.9 9%-50 9%-00 |

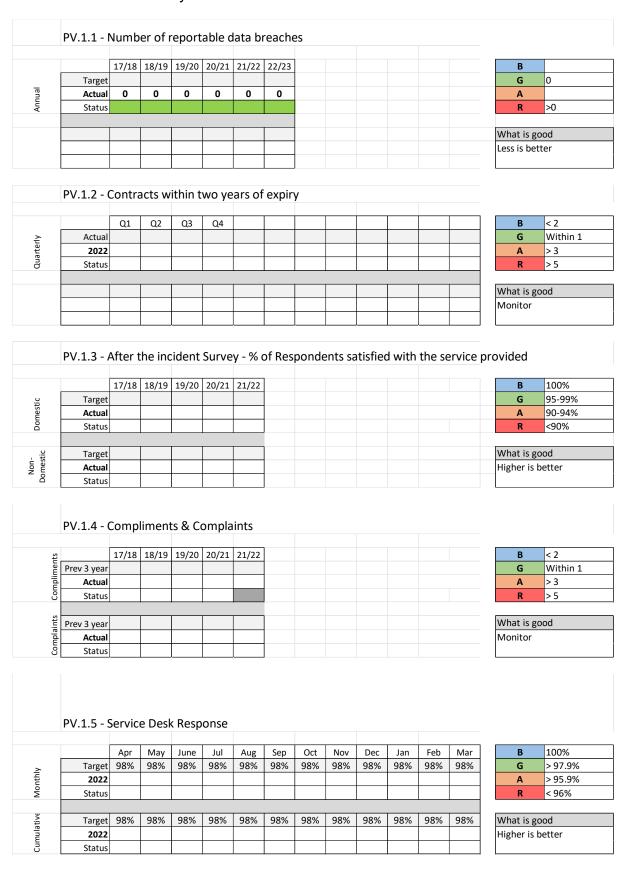
| | Ref: 1.11 | Jaiegu | arungre | icitais | maue | | | | | | | | | | |
|------------|------------------------------------|---------------|---------------------|----------------------|-----------------------|------------------------|-----------------------|----------------|-------------------------|---------------|---|-----------------------|-----------------------|-------------|---------------------------|
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | <10% |
| | Prev 5 year | 7 | 9 | 6 | 11 | 7 | 9 | 6 | 11 | 11 | 10 | 10 | 10 | G | Within 10 |
| th | 2022 | 7 | 12 | 14 | 11 | 13 | 17 | 17 | 14 | 13 | 13 | 17 | 11 | Α | >10% |
| Monthly | Status | 0% | 33% | 133% | 0% | 86% | 89% | 183% | 27% | 18% | 30% | 70% | 10% | R | >20% |
| | | | | | | | | | | | | | | | |
| ě. | Prev 5 year | 7 | 16 | 22 | 33 | 40 | 49 | 55 | 66 | 77 | 87 | 97 | 107 | What is g | good |
| Cumulative | 2022 | 7 | 19 | 33 | 44 | 57 | 74 | 91 | 105 | 118 | 131 | 148 | 159 | Monitor | |
| - ⊑1 | Status | 0% | 19% | 50% | 33% | 43% | 51% | 65% | 59% | 53% | 51% | 53% | 49% | | |
| ਹ | Status | 070 | 1570 | 3070 | 3370 | 4370 | J 270 | 1 0370 | 3370 | 3370 | , ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | 3370 | 4370 | | |
| | Ref: 1.12 | | | | | 1070 | | 0370 | 3370 | 3370 | 3270 | 3370 | 1370 | | |
| | | | | | | | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | <10% |
| | | Threat | s of Arso | n dealt | with | Aug 9 | | | | | | | | B G | |
| | Ref: 1.12 | Threat: | s of Arso | n dealt | with Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | |
| | Ref: 1.12 | Threat: | s of Arso | n dealt June 9 | with Jul 8 | Aug 9 | Sep 15 | Oct 14 | Nov 16 | Dec 12 | Jan 9 | Feb 9 | Mar 13 | G | Within 10 |
| | Ref: 1.12 Prev 5 year 2022 | Threat: | s of Arso May 10 9 | n dealt June 9 | with Jul 8 11 | Aug 9 21 | Sep 15 16 | Oct 14 12 | Nov 16 13 | Dec 12 18 | Jan 9 15 | Feb 9 15 | Mar 13 14 | G A | Within 10 >10% |
| Monthly | Ref: 1.12 Prev 5 year 2022 | Apr 11 10 -9% | s of Arso May 10 9 | n dealt June 9 | with Jul 8 11 | Aug 9 21 | Sep 15 16 | Oct 14 12 | Nov 16 13 | Dec 12 18 | Jan 9 15 | Feb 9 15 | Mar 13 14 | G A | Within 10 >10% >20% |
| | Ref: 1.12 Prev 5 year 2022 Status | Apr 11 10 -9% | May 10 9 -10% | n dealt June 9 9 0% | with Jul 8 11 38% | Aug 9 21 133% | Sep 15 16 7% | Oct 14 12 -14% | Nov 16 13 -19% | Dec 12 18 50% | Jan 9 15 67% | Feb 9 15 67% | Mar 13 14 8% | G A R | Within 10 >10% >20% |

Great Place to Work - People

| | | 1 | | | | | | | | | | | | |
|---|---|---|--|---|---|--|------------------------------|--------------------------------|---|---|---------------------------|---|--|---|
| _ | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | >1009 |
| Target | 1 | 39 39.07 | 39 40.07 | 39 | 39 | 39 | 39 | 39 | 39 37.14 | 39 | 39 | 39 | G | >94.9 |
| 2022 Status | | 39.07 | 40.07 | 39.57 | 39.32 | 37.82 | 38.32 | 38.32 | 37.14 | 36.64 | 38.64 | 37.14 | A R | <95% <90% |
| 2 Status | | | | | | | | | | | | | n | N 30 / 8 |
| y Target | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | What is a | good |
| Target 2022 Status | | 40.1 | 40.09 | 39.96 | 39.83 | 39.49 | 39.33 | 39.2 | 38.97 | 38.74 | 38.73 | 38.73 | Nearest 1 | |
| Status | | | | | | | | | | | | | | J |
| Ref: GP1.2 | % Staff | fturnov | er | | | | | | | | | | | |
| | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | |
| Target | | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | G | <1% |
| 2022 Status | 2.6 | 2.6 | 0 | 2.6 | 0 | 5.2 | 0 | 2.6 | 5.2 | 0 | 0 | 5.2 | Α | <2% |
| Status | | | | | | | | | | | | | R | >1.9% |
| | | | | | | | | | | | | | | |
| Target | | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | <1% | What is g | |
| Target 2022 Status | | 2.6 | 1.73 | 1.95 | 1.56 | 2.17 | 1.86 | 1.95 | 2.31 | 2.08 | 1.89 | 2.17 | Lower is | petter |
| J. J. J. J. Latus | | | | | | | | | | | | | | |
| Target | Apr <3% | May <3% | June <3% | <3% | <3% | <3% | <3% | <3% | l <3% | <3% | <3% | <3% | G | <3% |
| Target 2022 Status | <3% 4.78 | <3% 2.52 | <3% 4.91 | <3% 5.14 | <3% 5.17 | <3% 2.95 | <3% 2.05 | <3% 0 | <3% 0 | <3% 2.51 | <3% 0 | <3% 1.41 | G A R | |
| Target 2022 Status | <3% 4.78 | <3% | <3% | | | | | | | | | | A R | >2.9% >15% |
| 2022 Status | <3% 4.78 | <3% 2.52 <3% | <3% 4.91 <3% | 5.14 <3% | 5.17 | 2.95 | 2.05 | <3% | <3% | 2.51 <3% | <3% | 1.41 <3% | A R What is § | >2.9% >15% good |
| 2022 Status | <3% 4.78 <3% 4.78 | <3% 2.52 | <3% 4.91 | 5.14 | 5.17 | 2.95 | 2.05 | 0 | 0 | 2.51 | 0 | 1.41 | A R | >2.9% >15% good |
| 2022 Status | <3% 4.78 | <3% 2.52 <3% 3.65 | <3% 4.91 <3% 4.07 | <3% 4.34 | <3% 4.50 | <3% 4.25 | 2.05 <3% 3.93 | 0 <3% 3.44 | <3% 3.06 | <3% 3.00 | 0 <3% 2.73 | 1.41 <3% 2.62 | A R What is § Lower is | >2.9% >15% good |
| Status Target 2022 Status Ref: GP1.4 | <3% 4.78 <3% 4.78 % Short | <3% 2.52 <3% 3.65 t-term / | <3% 4.91 <3% 4.07 Absence | <3% 4.34 | <3% 4.50 | <3% 4.25 Sep | <3% 3.93 Oct | 3% 3.44 | 3% 3.06 | <3% 3.00 | <3% 2.73 | <3% | A R What is § Lower is | >2.9% >15% good better |
| Status Target 2022 Status Ref: GP1.4 Target | <3% 4.78 <3% 4.78 % Short Apr <3% | <3% 2.52 <a> <a><a> <a><a><a><a><a><a><a><a><a><a><a><a><a>< | <3% 4.91 <3% 4.07 Absence June <3% | <3% 4.34 Jul <3% | <3% 4.50 Aug <3% | <3% 4.25 Sep <3% | <3% 3.93 Oct <3% | <3% 3.44 Nov <3% | <3% 3.06 Dec <3% | <3% 3.00 Jan <3% | <3% 2.73 Feb <3% | <3% | A R What is g Lower is | >2.9% >15% good better |
| 2022 | <3% 4.78 <3% 4.78 % Short Apr <3% | <3% 2.52 <3% 3.65 t-term / | <3% 4.91 <3% 4.07 Absence | <3% 4.34 | <3% 4.50 | <3% 4.25 Sep | <3% 3.93 Oct | 3% 3.44 | 3% 3.06 | <3% 3.00 | <3% 2.73 | <3% | What is g Lower is | >2.9% >15% good better |
| Status Target 2022 Status Ref: GP1.4 Target | <3% 4.78 <3% 4.78 % Short Apr <3% | <3% 2.52 <a> <a><a> <a><a><a><a><a><a><a><a><a><a><a><a><a>< | <3% 4.91 <3% 4.07 Absence June <3% | <3% 4.34 Jul <3% | <3% 4.50 Aug <3% | <3% 4.25 Sep <3% | <3% 3.93 Oct <3% | <3% 3.44 Nov <3% | <3% 3.06 Dec <3% | <3% 3.00 Jan <3% | <3% 2.73 Feb <3% | <3% | A R What is g Lower is | >2.9% >15% good better |
| Ref: GP1.4 | <3% 4.78 4.78 4.78 % Shor Apr <3% 2.87 | <3% 2.52 <3% 3.65 t-term / May <3% 3.52 | <3% 4.91 <3% 4.07 Absence June <3% 2.78 | <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 2.73 Feb <3% 5.94 | 1.41 <3% 2.62 Mar <3% 4.24 | A R What is g Lower is | >2.9% >15% good better |
| 2022 | <3% 4.78 <3% 4.78 % Short Apr <3% 2.87 | <3% 2.52 <a> <a><a> <a><a><a><a><a><a><a><a><a><a><a><a><a>< | <3% 4.91 <3% 4.07 Absence June <3% | <3% 4.34 Jul <3% | <3% 4.50 Aug <3% | <3% 4.25 Sep <3% | <3% 3.93 Oct <3% | <3% 3.44 Nov <3% | <3% 3.06 Dec <3% | <3% 3.00 Jan <3% | <3% 2.73 Feb <3% | <3% | What is g Lower is | >2.99 >15% good better <3% >2.99 >15% |
| Target 2022 | <3% 4.78 4.78 4.78 % Short Apr <3% 2.87 | <3% 2.52 <3% 3.65 t-term A May <3% 3.52 | <3% 4.91 <3% 4.07 Absence June <3% 2.78 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | A R What is g Lower is B G A R | >2.99 >15% good better <3% >2.99 >15% good |
| Target | <3% 4.78 4.78 4.78 % Short Apr <3% 2.87 | <3% 2.52 <3% 3.65 t-term A May <3% 3.52 | <3% 4.91 <3% 4.07 Absence June <3% 2.78 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | A R What is g Lower is B G A R | >2.99 >15% good better |
| Target | <3% 4.78 <3% 4.78 % Short Apr <3% 2.87 Employ Emp | <3% 2.52 <3% 3.65 t-term / May <3% 3.52 <3% 3.20 yee Expe | <3% 4.91 <3% 4.07 Absence June <3% 2.78 <3% 3.06 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | A R What is g Lower is B G A R | >2.99 >15% good better <3% >2.99 >15% |
| Target 2022 | <3% 4.78 <3% 4.78 % Short Apr <3% 2.87 Emplo 2022 | <3% 2.52 <3% 3.65 t-term / May <3% 3.52 <3% 3.20 yee Expe | <3% 4.91 <3% 4.07 Absence June <3% 2.78 <3% 3.06 erience 2026 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | A R What is g Lower is B G A R What is g | >2.9% >15% good better <3% >2.9% >15% good better |
| Target 2022 | <3% 4.78 <3% 4.78 % Short Apr <3% 2.87 Employ 2022 65% | <3% 2.52 <3% 3.65 t-term / May <3% 3.52 <3% 3.20 yee Expe | <3% 4.91 <3% 4.07 Absence June <3% 2.78 <3% 3.06 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | Mhat is g Lower is B G A R What is g Lower is | >2.9% >15% good better <3% >2.9% >15% good better |
| Target 2022 | <3% 4.78 4.78 4.78 4.78 4.78 4.78 2.87 2.87 Employ 2.87 Employ 2022 65% | <3% 2.52 <3% 3.65 t-term / May <3% 3.52 <3% 3.20 yee Expe | <3% 4.91 <3% 4.07 Absence June <3% 2.78 <3% 3.06 erience 2026 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | A R What is g Lower is B G A R What is g C A R | >2.9% >15% good better <3% >2.9% >15% good better >65% 55%-1 45%-1 |
| Target 2022 | <3% 4.78 4.78 4.78 4.78 4.78 4.78 2.87 2.87 Employ 2.87 Employ 2022 65% | <3% 2.52 <3% 3.65 t-term / May <3% 3.52 <3% 3.20 yee Expe | <3% 4.91 <3% 4.07 Absence June <3% 2.78 <3% 3.06 erience 2026 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | Mhat is g Lower is B G A R What is g Lower is | >2.9% >15% good better <3% >2.9% >15% good better >65% 55%-1 45%-1 |
| Target 2022 | <3% 4.78 4.78 4.78 4.78 4.78 4.78 2.87 2.87 Employ 2.87 Employ 2022 65% | <3% 2.52 <3% 3.65 t-term / May <3% 3.52 <3% 3.20 yee Expe | <3% 4.91 <3% 4.07 Absence June <3% 2.78 <3% 3.06 erience 2026 | 5.14 <3% 4.34 Jul <3% 3.65 | <3%4.50Aug<3%4.34 | 2.95 <3% 4.25 Sep <3% 5.2 | 2.05 <3% 3.93 Oct <3% 4.45 | 0 3.44 Nov <3% 2.4 | 0 3.06 3.06 Dec <3% 4.59 | 2.51 <3% 3.00 Jan <3% 3.58 | 6 | 1.41 <3% 2.62 Mar <3% 4.24 | A R What is g Lower is B G A R What is g C A R | >2.9% >15% good better <3% >2.9% >15% good better >65% 55%-1 45%-2 <45% |

| | | 18/19 | 20/21 | 21/22 | 22/23 | | | | | | | | | В | >95% |
|--|-------------------------------|---------|-----------|-----------|----------|----------|----------|----------|----------|-----|-----|----------|----------|------------------------|---------------|
| | Target | 95% | 95% | 95% | 95% | | | | | | | | | G | 85%-9 |
| | | 78.38% | 100% | 100% | 100% | | | | | | | | | Α | 65%-8 |
| | Status | | | | | | | | | | | | | R | <65% |
| | | | | ı | | 1 | | T | ı | , | | г | | | |
| | | | | | | | | | | | | | | What is g | |
| | | | | | | | | | | | | | | Higher is | better |
| | | | | | | | | | | | | <u> </u> | | | |
| | | | | | | | | | | | | | | | |
| Ref | : GP1.7 | Manda | tory Tra | ining Co | ompleti | on | | | | | | | | | |
| | | | | | | | | | 1 | | 1 | | | 1 | |
| | | 2021 | 2022 | 2023 | | | | | | | | | | В | >95% |
| | Target | 95% | 95% | 95% | | | | | | | | | | G | 85%-9 |
| | Actual | | | | | | | | | | | | | A R | 65%-8 <65% |
| | Status | | | | | | | | | | | | | N | <03% |
| | | | | | | | | | | I | | | | What is g | ood |
| | | | | | | | | | | | | | | Higher is | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| Ref | : GP1.8 | Case m | anagen | nent - % | Comple | eted wit | thin tin | neframe | 9 | | | | | | |
| | | | | | | | | | | | | | | | |
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | В | >95% |
| | Target | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | G | 85%-9 |
| | 2022 | - | - | - | - | | | | | | | | | Α | 65%-8 |
| | Status | | | | | | | | | | | | | R | <65% |
| | | | | | | | | | | | | | | \A/! / ' | 99 cl |
| | | | | | | | | | | | | | | What is g Higher is | |
| | | | | | | | | | | | | | | nigher is | better |
| | | | | ļ | | ļ | | <u> </u> | <u> </u> | ļ | ļ | <u> </u> | <u> </u> | | _ |
| | | Q1 | Q2 | Q3 | Q4 | | | | | | | | | В | <5% |
| - | Prev 3 year | | | | | | | | | | | | | G | Withi |
| MOIE | 2022 Status | | | | | | | | | | | | | A R | >10% >20% |
| 2 | Status | | | | | | | | | | | ļ | | - K | /20/0 |
| 2 | Prev 3 year | | | | | | | | | | | | | What is g | ood |
| Call diagram | 2022 | | | | | | | | | | | | | Lower is I | etter |
| 3 | Status | | | | | | | | | | | | | | _ |
| | | | | | | | | | | | | | | | |
| Ref | : GP1.10 | Numbe | er of nea | ar miss/l | nazard i | eports | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | Q1 | Q2 | Q3 | Q4 | | | | | | | | | В | |
| _ | Prev 3 year | | | | | | | | | | | | | G | |
| NO N | 2022 | | | | | | | | | | | | | A | |
| ≥ | Status | | | L | | | | | | | | | | R | |
| u l | Prev 3 year | | | | | | | | | | | | | What is g | ood |
| | 2022 | | | | | | | | | | | | | Monitor | |
| - India | Status | | | | | | | | | | | | | 1 | |
| • | | | | , | • | | | | | | | | | | |
| Rof | : GP1.11 | BIDDO | R renort | table inj | uries | | | | | | | | | | |
| ivel | . 01 1.11 | וטטטווו | πιεμυπ | able IIIJ | uiics | | | | | | | | | | |
| | | Q1 | Q2 | Q3 | Q4 | | | | | | | | | В | <5% |
| | Prev 3 year | | ٧. | 3,5 | ٦٠ | | | | | | | | | G | Within |
| Molicing | 2022 | | | | | | | | | | | | | A | >10% |
| 2 | Status | | | | | | | | | | | | | R | >20% |
| | | | | | | | | | | | | | | | |
| N N | Prev 3 year | | | | | | | | | | | | | What is g | |
| Callinia | 2022 | | | | | | | | | | | | | Lower is I | etter |
| ا ت | Status | | | <u> </u> | | | L | <u> </u> | <u> </u> | | | <u> </u> | <u> </u> |] [| |
| | | | | | | | | | | | | | | | |
| Ref | : GP1.12 | Verbal | or phys | ical atta | cks on s | taff | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | Q1 | Q2 | Q3 | Q4 | | | | | | | | | В | <5% |
| | | | | | | | | | | | | | | G | Withi |
| <u>-</u> | Prev 3 year | | | | 1 | | | | | | | | | | |
| <u></u> | 2022 | | | | | | | | | | | | | A | >10% |
| Á | | | | | | | | | | | | | | A R | >10% >20% |
| | 2022 Status | | | | | | | | | | | | | R | >20% |
| | 2022 Status Prev 3 year | | | | | | | | | | | | | R What is g | >20% ood |
| ממומות אלים וויים וויים אלים וויים וויים אלים וויים וויים אלים וויים ווי | 2022 Status | | | | | | | | | | | | | R | >20% ood |

Public Value - Efficiency



| | PV.1.6 - 9 | Servic | e Desk | k ticke | ts log | ged | | | | | | | | | | |
|------------|--------------------------------|------------|----------------------|-------------|------------|------------|------------|------------|------------|---------|---------|------------|------------|-----|------------------------|-----------------------------|
| | | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | В | <10% |
| > | Prev 3 year | | | | | | | | | | | | | | G | Within 10% |
| Monthly | 2022 | | | | | | | | | | | | | | Α | >10% |
| δ | Status | | | | | | | | | | | | | | R | >20% |
| | | | | | | | | | | | | | | | | |
| Cumulative | Target | | | | | | | | | | | | | Wh | at is g | ood |
| nul | 2022 | | | | | | | | | | | | | Mo | nitor | |
| 5 | Status | | | | | | | | | | | | | - 1 | | |
| 0 | Status | | | | | | | | | | | | | | | |
| O | PV.1.7 - S | | | me June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | В | 100% |
| | | Apr | n Upti May 98% | | Jul 98% | Aug 98% | Sep 98% | Oct 98% | Nov 98% | Dec 98% | Jan 98% | Feb 98% | Mar 98% | | B G | 100% > 97.9% |
| | PV.1.7 - S | Apr | May | June | | | <u> </u> | | _ | | | | | | | |
| Monthly | PV.1.7 - S | Apr 98% | May | June | | | <u> </u> | | _ | | | | | | G | > 97.9% |
| Monthly | PV.1.7 - S | Apr 98% | May | June | | | <u> </u> | | _ | | | | | | G A | > 97.9% > 95.9% |
| Monthly | PV.1.7 - S | Apr 98% | May | June | | | <u> </u> | | _ | | | | | Wh | G A | > 97.9% > 95.9% < 96% |
| | PV.1.7 - S Target 2022 Status | Apr 98% | May 98% | June 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | | G A R at is g | > 97.9% > 95.9% < 96% |

| Í | |
|------------|----------------------------------|
| Key: | |
| В | Better than expected |
| G | As expected |
| Α | Worse than expected |
| R | Considerably worse than expected |
| | |
| Monitoring | g purposes only |
| В | Better than expected |
| G | As expected |
| Α | Worse than expected |
| R | Considerably worse than expected |

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with clause 4 of the IAA – 'Principles of Collaboration'.

5. FINANCIAL IMPLICATIONS

5.1 None identified at this time.

6. <u>LEGAL IMPLICATIONS</u>

6.1 None identified at this time.

7. **EQUALITY AND DIVERSITY IMPLICATIONS**

7.1 None identified at this time.

8. RISK IMPLICATIONS

8.1 None identified at this time.

9. CONTRIBUTION TO SERVICE AIMS

- 9.1 As stated in the TVFCS IAA schedule 2: 'Primary objectives':
- 9.2 To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004
- 9.2 To satisfy the statutory duty of all the Fire Authorities as category one responders as defined in the Civil Contingencies Act 2004
- 9.3 To improve the resilience of the control room function
- 9.4 To provide the capability for future expansion of TVFCS with other agencies or clients.

10. PRINCIPAL CONSULTATION

- 10.1 Monitoring Officer BMKFA, RBFA
- 10.2 Joint Coordinating Group.

11. BACKGROUND PAPERS

11.1 https://bucksfire.gov.uk/documents/2022/12/tvfcs-joint-committee-agenda-and-reports-15-december-2022.pdf/

12. APPENDICES

12.1 None

13. CONTACT DETAILS

13.1 Area Commander Simon Tuffley stuffley@bucksfire.gov.uk 07766781389