# THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS Performance Monitoring Q1 and Q2 Report
	2023/24
PRESENTED TO:	TVFCS Joint Committee
DATE OF MEETING	14 December 2023
LEAD OFFICER	Area Commander Simon Tuffley
EXEMPT INFORMATION	None
ACTION	Decision

## 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, 25 are currently reportable. This is an increase from 11 reportable measures last year. Member's recommendations to include measures for calls handled per FTE, and contract performance against Service Level Agreement, have been included from April 2023.
- 1.4 Further work continues to develop the remaining six measures in future reports, and the JCG will annually review the performance measures in accordance with the requirements of the Inter-Authority Agreement.

1.5 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 Q1 and Q2 Performance Monitoring Report for 2023/24.

## 3. <u>REPORT</u>

3.1 This report demonstrates Service performance between April and October 2023, with 25 measures reported over the six-month period.

## Thames Valley Fire Control Service – Performance Monitoring Dashboard

Ref.       Public Safety - Effectiveness       What is Good       Frequency (Comparison       Current Performance (Cumulative Performance Paraverse)         91.1       Emergency calis answered within 10 seconds       Quicker is better       Monthly       Target 37%       B       B         91.2       Emergency calis answered within 10 seconds       Quicker is better       Monthly       Target 37%       B       B         91.3       Emergency calis answered within 50 seconds (Building calichallenge)       Quicker is better       Monthly       Target 37%       B       B         91.5       Sations alerted within 90 seconds (Vehicle Fires)       Quicker is better       Monthly       Target 55%       R       R         91.5       Sations alerted within 90 seconds (Read Tarfit Collision - Persons Target 75%       R       R       R         91.3       Stations alerted within 90 seconds (Read Tarfit Collision - Persons Target 57%       R       R       A         91.3       Stations alerted within 90 seconds (Read Tarfit Collision - Persons Target 57%       R       R       A         91.3       Stations alerted within 90 seconds (Read Tarfit Collision - Persons Target 57%       R       R       A         91.3       Stations alerted within 90 seconds (Read Tarfit Collision - Persons Target 57%       R       R       A	-			_			
PS1.2       Emergency calls answered within 5 seconds       Quicker is better       Monthly       Target 92%       B       B         PS1.3       Emergency calls answered within 50 seconds (all challenge)       Quicker is better       Monthly       Target 92%       B       B         PS1.4       Stations altered within 90 seconds (Building fires)       Quicker is better       Monthly       Target 75%       B       B       B         PS1.5       Stations altered within 90 seconds (Road Traffic Collision - Persons Trapped Quicker is better       Monthly       Target 75%       R       R       R         PS1.4       Stations altered within 90 seconds (Road Traffic Collision - Persons Trapped Quicker is better       Monthly       Target 75%       R       R       R         PS1.4       Stations altered within 90 seconds (Road Traffic Collision - Persons Trapped Quicker is better       Monitoring only       Monitoring only <td></td> <td>Public Safety - Effectiveness</td> <td>What is Good</td> <td></td> <td></td> <td>Current Performance</td> <td>Cumulative Performance</td>		Public Safety - Effectiveness	What is Good			Current Performance	Cumulative Performance
PS1.3     rengency calls answered within 10 seconds     Ducker is better     Nonthy     Target 97%     B     B       PS1.4     Stations alerted within 90 seconds (building fires)     Quicker is better     Monthly     Target 83%     A     A       PS1.5     Calls handled per FTE     Higher is better     Monthly     Target 83%     A     A       PS1.5     Stations alerted within 90 seconds (building fires)     Quicker is better     Monthly     Target 75%     R     R       PS1.5     Stations alerted within 90 seconds (Fires) in the open)     Quicker is better     Monthly     Target 75%     R     R       PS1.9     Stations alerted within 90 seconds (Fires) in the open)     Quicker is better     Monthly     Target 75%     R     R       PS1.9     Stations alerted within 90 seconds (Fires)     Quicker is better     Monthly     Target 75%     R     R       PS1.10     Stations alerted within 90 seconds (Partice) Fires)     Quicker is better     Monthly     Target 75%     R     R       PS1.11     Stations alerted within 90 seconds (Partice) Fires)     Quicker is better     Monthly     Target 75%     R     A       PS1.12     Safeguarding referrals made     Monthring only     Monthly     Previous 5 year average     B     G       PS1.12     Safe Aurona <td>-</td> <td></td> <td>Within 10%</td> <td></td> <td></td> <td>G</td> <td>G</td>	-		Within 10%			G	G
BS1.4       Stations alerted within 90 second; (all incidents excluding call challenge)       Quicker is better       Monthly       Target 80%       N/A       N/A         PS1.5       Calls handled per FTE       B       B       B       B         PS1.6       Stations alerted within 90 seconds (building fires)       Quicker is better       Monthly       Target 75%       R       A       A         PS1.7       Stations alerted within 90 seconds (treis in the open)       Quicker is better       Monthly       Target 75%       R       R       R         PS1.8       Stations alerted within 90 seconds (treis collision - Persons Trapped       Quicker is better       Monthly       Target 75%       R       R       A         PS1.3       Stations alerted within 90 seconds (treis the open)       Quicker is better       Monthly       Target 75%       R       R       A         PS1.4       Stations alerted within 90 seconds (treis collision - Persons Trapped       Quicker is better       Monthly       Target 75%       R       R       A         PS1.1       Threads of Arson deat with       Monitoring only       Monthly       Previous 5 year average       B       G       G         PS1.1       Threads of Arson deat with       Monitoring only       Monthly       Previous 5 year average <t< td=""><td></td><td></td><td>Quicker is better</td><td>Monthly</td><td>Target 92%</td><td>В</td><td>В</td></t<>			Quicker is better	Monthly	Target 92%	В	В
P51.5       Calls handled per FTE       Higher is better       Monthy       6.1       B       B         P51.6       Stations alerted within 90 seconds (Wehicle Fires)       Quicker is better       Monthy       Target 85%       A       A         P51.7       Stations alerted within 90 seconds (Fires in the open)       Quicker is better       Monthy       Target 75%       R       R         P51.8       Stations alerted within 90 seconds (Fires in the open)       Quicker is better       Monthy       Target 75%       R       R         P51.9       Stations alerted within 90 seconds (Guidan Taffic Collision - Persons Trapped       Quicker is better       Monthy       Target 75%       R       A         P51.0       Stations alerted within 90 seconds (Guidan Taffic Collision - Persons Trapped       Quicker is better       Monthy       Previous 5 year average       B       G       G         P51.11       Fire Survival Guidance given       Monitoring only       Monthy       Previous 5 year average       B       G       G         P51.12       Stateguarding referrais made       Montoring only       Monthy       Target 39 FTE       B       B       G       G         Ref:       Great Place to Work - People       What is Good       Frequency       Correat 916 K       G       G					Target 97%	-	5
PS1.6       Stations alerted within 90 seconds (Building fires)       Quicker is better       Monthly       Target 85%       A       A         PS1.7       Stations alerted within 90 seconds (Freis in the open)       Quicker is better       Monthly       Target 75%       R       R       R         PS1.8       Stations alerted within 90 seconds (Freis in the open)       Quicker is better       Monthly       Target 75%       R       R       R         PS1.9       Stations alerted within 90 seconds (Freis in the open)       Quicker is better       Monthly       Target 75%       R       R       A         PS1.40       Extheling of executing in no need to respond       Monitoring only       Monthly       Previous 5 year average       B       G       G         PS1.11       Fire Survival Guidance given       Monitoring only       Monthly       Previous 5 year average       B       G       G         PS1.13       Threadount Vs Establishment       Nontoring only       Monthly       Target 13%       G       G       G         GP1.1       Absence - Short term       Lower is better       Monthly       Target 23%       B       G       G         GP1.3       Absence - Short term       Lower is better       Monthly       Target 23%       B       B       <	<del>PS1.4</del>	Stations alerted within 90 seconds (all incidents excluding call challenge)	Quicker is better	Monthly		N/A	N/A
P51.7       Stations alerted within 90 seconds (Fires in the open)       Quicker is better       Monthly       Target 75%       R       R         P51.8       Stations alerted within 90 seconds (Fires in the open)       Quicker is better       Monthly       Target 75%       R       A         P51.9       Stations alerted within 90 seconds (Forea Traffic Collision - Persons Trapped Quicker is better       Monthly       Target 75%       R       A         P51.10       Fire Synvals Guidacea Traffic Collision - Persons Trapped Quicker is better       Monthly       Previous 5 year average       B       G         P51.11       Streit Synvals Guidance given       Monitoring only       Monthly       Previous 5 year average       B       G       G         P51.12       Safeguarding referrals made       Monitoring only       Monthly       Previous 5 year average       B       G       G         P51.13       Threas of Arson dealt with       Nearest target       Monthly       Target 39 TE       B       B       G       G         P51.11       Hotocount Vs Establishment       Lower is better       Monthly       Target 33%       B       G       G         P61.2       Staff furnover       Lower is better       Monthly       Target 33%       B       B       G       G <td>PS1.5</td> <td>Calls handled per FTE</td> <td>Higher is better</td> <td>Monthly</td> <td>61</td> <td>В</td> <td>В</td>	PS1.5	Calls handled per FTE	Higher is better	Monthly	61	В	В
P51.8       Stations alerted within 90 seconds (Fires in the open)       Quicker is better       Monthly       Target 75%       R       R         P51.9       Stations alerted within 90 seconds (Road Traffic Collision - Persons Trapped Quicker is better       Monitoring only       Monthly       Target 60%       R       A         P51.10       Fire Survival Guidance given       Monitoring only       Monthly       Previous 5 year average       B       G         P51.11       Stations alerted within       Monitoring only       Monthly       Previous 5 year average       B       G         P51.12       Statiguarding referrals made       Monitoring only       Monthly       Previous 5 year average       B       G         P51.13       Threats of Arson dealt with       Monitoring only       Monthly       Target 39 FTE       B       B       G         GP1.1       Headcount Vs Establishment       Nearest target       Monthly       Target 43%       G       G       G         GP1.2       Staff turnover       Lower is better       Monthly       Target 43%       G       A       G         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       B       B       B       G         GP1.4       Employee experienc	PS1.6	Stations alerted within 90 seconds (Building fires)	Quicker is better	Monthly	Target 85%	А	А
PS1.9       Stations alerted within 90 seconds (Road Traffic Collision - Persons Trapped Quicker is better       Monitoring only       Monthly       Target 60%       R       A         PS1.10       Calls Challenged resulting in on need to respond       Monitoring only	PS1.7	Stations alerted within 90 seconds (Vehicle Fires)	Quicker is better	Monthly	Target 75%	R	R
b51-30       Calls Challenged resulting in no need to respond       Monitoring only       Monthly       Previous 5 year average       B       G         P51.11       Fire Survival Guidance given       Monitoring only       Monthly       Previous 5 year average       B       G         P51.12       Stegaruarding referrais made       Monitoring only       Monthly       Previous 5 year average       B       G         P51.13       Threats of Arson dealt with       Monitoring only       Monthly       Previous 5 year average       B       G         P51.13       Threats of Arson dealt with       Monitoring only       Monthly       Previous 5 year average       B       G         P51.13       Threats of Arson dealt with       Monitoring only       Monthly       Target 39 FTE       B       B       G         GP1.1       Headcount Vs Establishment       Nearest target       Monthly       Target 39 FTE       B       B       G         GP1.3       Absence - Long term       Lower is better       Monthly       Target 43%       G       A       A         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       S       A       A         GP1.6       Appraisal (Personal Development) completion       Higher is b	PS1.8	Stations alerted within 90 seconds (Fires in the open)	Quicker is better	Monthly	Target 75%	R	R
P51.11       Fire Survival Guidance given       Monitoring only       Monitoring only       Monithly       Previous 5 year average       B       G         P51.12       Safeguarding referrals made       Monitoring only       Monthly       Previous 5 year average       B       G         P51.13       Threats of Arson dealt with       Monitoring only       Monthly       Previous 5 year average       B       G         Ref:       Great Place to Work - People       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         GP1.1       Headcount Vs Establishment       Nearest target       Monthly       Target 39 FTE       B       B       B         GP1.2       Staff turnover       Lower is better       Monthly       Target 33%       G       A         GP1.4       Absence - Short term       Lower is better       Monthly       Target 55%       N/A       N/A         GP1.4       Absence - Short term       Lower is better       Monthly       Target 55%       N/A       N/A         GP1.4       Absence - Short term       Lower is better       Monthly       Target 55%       N/A       N/A         GP1.4       Absence - Short term       Uper is better       Monulul)       Target 55%	PS1.9	Stations alerted within 90 seconds (Road Traffic Collision - Persons Trapped	Quicker is better	Monthly	Target 60%	R	А
PS1.12       Safeguarding referrals made       Monitoring only       Monthly       Previous 5 year average       B       G         PS1.13       Threats of Arson dealt with       Monitoring only       Monthly       Previous 5 year average       B       R         Ref:       Great Place to Work - People       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         GP1.1       Headcount Vs Establishment       Nearest target       Monthly       Target 39 FTE       B       B       G         GP1.2       Staff turnover       Lower is better       Monthly       Target 43%       B       G       G         GP1.3       Absence - Long term       Lower is better       Monthly       Target 43%       B       G       G         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       B       B       B       B         GP1.4       Absence - Short term       Lower is better       Monthly       Target 53%       B       B       B       B       C       A         GP1.4       Absence - Iong term       Lower is better       Monthly       Target 53%       B       B       B       B       B       B       B <td< td=""><td><del>PS1.10</del></td><td>Calls Challenged resulting in no need to respond</td><td>Monitoring only</td><td>Monthly</td><td>Previous 5 year average</td><td></td><td></td></td<>	<del>PS1.10</del>	Calls Challenged resulting in no need to respond	Monitoring only	Monthly	Previous 5 year average		
PS1.13       Threats of Arson dealt with       Monitoring only       Monthly       Previous 5 year average       B       R         Ref:       Great Place to Work - People       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         GP1.1       Headcount Vs Establishment       Nearest target       Monthly       Target 39 FTE       B       G       G       G       G       G       G       G       G       A       B	PS1.11	Fire Survival Guidance given	Monitoring only	Monthly	Previous 5 year average	В	G
Ref:       Great Place to Work - People       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         GP1.1       Headcount VS Establishment       Nearest starget       Monthly       Target 39 FTE       B       B       B         GP1.2       Staff furnover       Lower is better       Monthly       Target 43%       G       G       G         GP1.3       Absence - Long term       Lower is better       Monthly       Target 43%       B       G       G         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       B       G       A         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       G       A       A         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       G       A       A         GP1.5       Emplayee experience       Higher is better       Annually       Target 55%       N/A       N/A       N/A         GP1.4       Karget average       G       G       G       G       G       G       G       G       G       G       G       G       G       G       G       G <td< td=""><td>PS1.12</td><td>Safeguarding referrals made</td><td>Monitoring only</td><td>Monthly</td><td>Previous 5 year average</td><td>В</td><td>G</td></td<>	PS1.12	Safeguarding referrals made	Monitoring only	Monthly	Previous 5 year average	В	G
GP1.1       Headcount Vs Establishment       Nearest target       Monthly       Target 39 FTE       B       B         GP1.2       Staff turnover       Lower is better       Monthly       Target 1%       G       G         GP1.3       Absence - Long term       Lower is better       Monthly       Target 43%       B       G         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       G       A         GP1.5       Employee experience       Higher is better       Monthly       Target 55%       B       B       B         GP1.4       Absence - Short term       Lower is better       Monthly       Target 55%       B       B       B         GP1.5       Employee experience       Higher is better       Annually       Target 55%       B       B       B       B         GP1.7       Madatory Training completion       Higher is better       Annually       Target 55%       B       B       B       B       G         GP1.3       Madatory Training completed within timeframe       Higher is better       Quarterly       Previous 3 year average       G       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly	PS1.13	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	В	R
GP1.1       Headcount Vs Establishment       Nearest target       Monthly       Target 39 FTE       B       B         GP1.2       Staff turnover       Lower is better       Monthly       Target 1%       G       G         GP1.3       Absence - Long term       Lower is better       Monthly       Target 43%       B       G         GP1.4       Absence - Short term       Lower is better       Monthly       Target 43%       G       A         GP1.5       Employee experience       Higher is better       Monthly       Target 55%       B       B       B         GP1.4       Absence - Short term       Lower is better       Monthly       Target 55%       B       B       B         GP1.5       Employee experience       Higher is better       Annually       Target 55%       B       B       B       B         GP1.7       Madatory Training completion       Higher is better       Annually       Target 55%       B       B       B       B       G         GP1.3       Madatory Training completed within timeframe       Higher is better       Quarterly       Previous 3 year average       G       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly							
GP1.2       Staff turnover       Lower is better       Monthly       Target <1%       G       G         GP1.3       Absence - Long term       Lower is better       Monthly       Target <3%	Ref:	Great Place to Work - People	What is Good	Frequency	Comparison	<b>Current Performance</b>	Cumulative Performance
GP1.3       Absence - Long term       Lower is better       Monthly       Target <3%	GP1.1	Headcount Vs Establishment	Nearest target	Monthly	Target 39 FTE	В	В
GP1.4       Absence - Short term       Lower is better       Monthly       Target <3%       G       A         GP1.5       Employee experience       Higher is better       Work yearly       Target 65%       N/A       N/A         GP1.6       Appraisal (Personal Development) completion       Higher is better       Annually       Target 95%       B       B         GP1.7       Mandatory Training completion       Higher is better       Annually       Target 95%       B       B         GP1.7       Mandatory Training completion       Higher is better       Annually       Target 95%       B       B         GP1.7       Mandatory Training completion       Higher is better       Quarterly       Previous 3 year average       G       G         GP1.9       Workplace accidents/injuries       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly       Previous 3 year average       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Per	GP1.2	Staff turnover	Lower is better	Monthly	Target <1%	G	G
GP1.5       Employee experience       Higher is better       Two yearly       Taget 65%       N/A       N/A         GP1.6       Appraisal (Personal Development) completion       Higher is better       Annually       Target 95%       B       B         GP1.7       Mandatory Training completion       Higher is better       Annually       Target 95%       N/A       N/A         GP1.8       Case Management completed within timeframe       Higher is better       Annually       Target 95%       N/A       N/A         GP1.9       Workplace accidents/injuries       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly       Previous 3 year average       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target	GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	В	G
GP1.6       Appraisal (Personal Development) completion       Higher is better       Annually       Target 95%       B       B       B         GP1.7       Mandatory Training completion       Higher is better       Annually       Target 95%       N/A       N/A         GP1.8       Case Management completed within timeframe       Higher is better       Monthly       Target 95%       B       B       B         GP1.9       Workplace accidents/injuries       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly       Previous 3 year average       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G       G         PV1.4       Service Desk t	GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	G	А
GP1.7       Mandatory Training completion       Higher is better       Annually       Target 95%       N/A       N/A         GP1.8       Case Management completed within timeframe       Higher is better       Monthly       Target 95%       B       B       B         GP1.9       Workplace accidents/injuries       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly       Previous 3 year average       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target 95%       N/A       N/A         PV1.2       Customer satisfaction       Higher is better       Annually       Target of zero       G       G         PV1.3       Compliments/Complaints       Monitoring only       <	GP1.5	Employee experience	Higher is better	<del>Two yearly</del>	Target 65%	N/A	N/A
GP1.8       Case Management completed within timeframe       Higher is better       Monthly       Target 85%       B       B       B         GP1.9       Workplace accidents/injuries       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly       Previous 3 year average       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G         PV1.1       Reportable data breaches       Lower is better       Annually       Target >95%       N/A       N/A         PV1.3       Compliments/Complaints       Monitoring only       Annually       Target >95%       R       A         PV1.4       Service Desk tickets logged       Within 10%       Month	GP1.6	Appraisal (Personal Development) completion	Higher is better	Annually	Target 95%	В	В
GP1.9       Workplace accidents/injuries       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly       Previous 3 year average       G       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G       G         GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G       G         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G       G         PV1.1       Reportable data breaches       Monitoring only       Annually       Target >55%       N/A       N/A         PV1.3	GP1.7	Mandatory Training completion	Higher is better	Annually	Target 95%	N/A	N/A
GP1.10       Near misses and hazard reporting       Monitoring only       Quarterly       Previous 3 year average       G       G         GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G       G         GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G       G         PV1.2       Customer satisfaction       Higher is better       Annually       Target >5%       N/A       N/A         PV1.3       Compliants/Complaints       Monitoring only       Annually       Target >5%       R       A         PV1.5       Service Desk tickets logged       Within 10%       Monthly       Previous 3 year average       A       A	GP1.8	Case Management completed within timeframe	Higher is better	Monthly	Target 85%	В	В
GP1.11       RIDDOR reportable incidents       Lower is better       Quarterly       Previous 3 year average       G       G         GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G         PV1.2       Customer satisfaction       Higher is better       Annually       Target >95%       N/A       N/A         PV1.4       Service Desk response       Higher is better       Monthly       Target >95%       R       A         PV1.5       Service Desk tickets logged       Within 10%       Monthly       Previous 3 year average       A       A	GP1.9	Workplace accidents/injuries	Lower is better	Quarterly	Previous 3 year average	G	G
GP1.12       Verbal or physical attacks on staff       Lower is better       Quarterly       Previous 3 year average       G       G         Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G         PV1.2       Customer satisfaction       Higher is better       Annually       Target >95%       N/A       N/A         PV1.3       Compliments/Complaints       Monitoring only       Annually       Target >95%       R       A         PV1.4       Service Desk tickets logged       Within 10%       Monthly       Previous 3 year average       A       A	GP1.10	Near misses and hazard reporting	Monitoring only	Quarterly	Previous 3 year average	G	G
Ref:       Public Value - Efficiency       What is Good       Frequency       Comparison       Current Performance       Cumulative Performance         PV1.1       Reportable data breaches       Lower is better       Annually       Target of zero       G       G         PV1.2       Customer satisfaction       Higher is better       Annually       Target >95%       N/A       N/A         PV1.3       Compliments/Complaints       Monitoring only       Annually       Previous 3 year average       N/A       N/A         PV1.4       Service Desk tickets logged       Within 10%       Monthly       Previous 3 year average       A	GP1.11	RIDDOR reportable incidents	Lower is better	Quarterly	Previous 3 year average	G	G
PV1.1     Reportable data breaches     Lower is better     Annually     Target of zero     G     G       PV1.2     Customer satisfaction     Higher is better     Annually     Target >95%     N/A     N/A       PV1.3     Compliments/Complaints     Monitoring only     Annually     Previous 3 year average     N/A     N/A       PV1.4     Service Desk response     Higher is better     Monthly     Target >95%     R     A       PV1.5     Service Desk tickets logged     Within 10%     Monthly     Previous 3 year average     A     A	GP1.12	Verbal or physical attacks on staff	Lower is better	Quarterly	Previous 3 year average	G	G
PV1.1     Reportable data breaches     Lower is better     Annually     Target of zero     G     G       PV1.2     Customer satisfaction     Higher is better     Annually     Target >95%     N/A     N/A       PV1.3     Compliments/Complaints     Monitoring only     Annually     Previous 3 year average     N/A     N/A       PV1.4     Service Desk response     Higher is better     Monthly     Target >95%     R     A       PV1.5     Service Desk tickets logged     Within 10%     Monthly     Previous 3 year average     A     A				•			
PV1.2         Customer satisfaction         Higher is better         Annually         Target >95%         N/A         N/A           PV1.3         Compliments/Complaints         Monitoring only         Annually         Previous 3 year average         N/A         N/A           PV1.4         Service Desk response         Higher is better         Monthly         Target >95%         R         A           PV1.5         Service Desk tickets logged         Within 10%         Monthly         Previous 3 year average         A         A				. ,		Current Performance	Cumulative Performance
PV1.3         Compliments/Complaints         Monitoring only         Annually         Previous 3 year average         N/A           PV1.4         Service Desk response         Higher is better         Monthly         Target >95%         R         A           PV1.5         Service Desk tickets logged         Within 10%         Monthly         Previous 3 year average         A         A	PV1.1	Reportable data breaches	Lower is better	Annually	Target of zero	-	G
PV1.4     Service Desk response     Higher is better     Monthly     Target >95%     R     A       PV1.5     Service Desk tickets logged     Within 10%     Monthly     Previous 3 year average     A     A	<del>PV1.2</del>	Customer satisfaction	Higher is better	Annually	Target >95%	<del>N/A</del>	N/A
PV1.5 Service Desk tickets logged Within 10% Monthly Previous 3 year average A A	<del>PV1.3</del>	Compliments/Complaints	Monitoring only	Annually	Previous 3 year average	N/A	N/A
	PV1.4	Service Desk response	Higher is better	Monthly	Target >95%	R	A
PV1.6     System uptime     Higher is better     Monthly     Target >98%     B	PV1.5	Service Desk tickets logged	Within 10%	Monthly	Previous 3 year average	A	A
	PV1.6	System uptime	Higher is better	Monthly	Target >98%	В	В

Kev:

Key:	
В	Better than expected
G	As expected
Α	Worse than expected
R	Considerably worse than expected

#### Monitoring purposes only

В	Better than expected
G	As expected
Α	Worse than expected
R	Considerably worse than expected

Performance Highlights

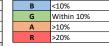
- 3.2 The number of calls dealt with by the Service has averaged within ten percent of the previous five years. The Service experienced a busier period in June 2023, but the remaining summer months were quieter than would normally be expected, which is probably due to the wet summer weather of 2023.
- 3.3 The Service is not meeting its set targets for alerting fire stations within 90 seconds of receiving a 999 call. This has initiated further work to better understand the reasons behind this, including ascertaining the mean, the mode, and the median averages for each measure.
- 3.4 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 95.8% over the period, which is above the 92% target set by the Joint Coordination Group.
- 3.5 The average number of calls handled per FTE each month has been around 91. The monitor established for this new measure is set against the expectations set out by the regional fire control project in 2004.
- 3.6 Safeguarding referrals and the need to manage threats of arson continue to show an increasing trend when compared with the previous five-year average. Fire survival guidance (a new measure) has been given on three occasions over the period.
- 3.7 The employee headcount has remained stable, and staff turnover has remained within our target.
- 3.8 Long term absence levels continue to remain within target, whereas short term absence levels have remained slightly higher than desired.
- 3.9 System uptime has been maintained at 100% despite a significant technical hardware refresh and server replacement.

## Detailed measures by category:

### Public Safety - Effectiveness

Ref: PS1.1 Emergency calls answered

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 5 year	2903	3009	3179	4283	4009	3257	3063	2938	2911	2592	2455	2614
thly	2023	2789	3203	3746	3199	3354	3333						
Mor	Status	-3.93%	6.45%	17.84%	-25.31%	-16.34%	2.33%	-100.00%	#######	#######	-100.00%	-100.00%	#######
٩¢	Prev 5 year	2903	5912	9091	13374	17383	20640	23703	26641	29552	32144	34599	37213
ulati	2023	2789	5992	9738	12937	16291	19624	19624	19624	19624	19624	19624	19624
Cum	Status	-3.93%	1.35%	7.12%	-3.27%	-6.28%	-4.92%	-17.21%	-26.34%	-33.60%	-38.95%	-43.28%	-47.27%



What is good Within 10% of previous five year average

Ref: PS1.2 Emergency calls answered within 5 seconds

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		В	93%-100%
	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%		G	92%-92.9%
thh	2023	96.31	96.96	94.14	94.87	95.95	96.43								Α	91.9%-819
Mor	Status	В	В	В	В	В	В								R	80.9%-0%
ve	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	N	/hat is go	od
nulati rage	2023	96.31	96.635	95.80	95.57	95.65	95.78	82.0943	71.8325	63.8511	57.466	52.2418	47.8883	н	igher is b	etter
Curr Ave	Status	В	В	В	В	В	В									

### Ref: PS1.3 Emergency calls answered within 10 seconds

		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%
thy	2023	98.14	98.88	97.20	96.94	98.39	98.65							Α	96.9%-86%
Mor	Status	В	В	G	Α	В	В							R	85.9%-0%
[															
ke.	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	What i	is good
ulat	2022	98.14	98.51	98.07	97.79	97.91	98.03	84.0286	73.525	65.3556	58.82	53.4727	49.0167	Higher	r is better
Cur	Status	В	В	В	G	G	В								

Ref: PS1.4 Stations alerted within 90 seconds (All Incidents - excluding call challenge)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		В	81%-100%
	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%		G	80%-80.9%
thly	2022														Α	79.9%-70%
Mor	Status														R	69.9%-0%
ve.	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	Wł	nat is g	ood
ulat	2021	0	0	0	0	0	0	0	0	0	0	0	0	Hig	her is l	better
Curr	Status															

Ref PS1.5 - Calls per FTE call handler

	]	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	<b>B</b> >61
~	Target	61	61	61	61	61	61	61	61	61	61	61	61	<b>G</b> 61
hth	2023	77.5	88.97	104.05	88.86	93.17	92.58	0.00	0.00	0.00	0.00	0.00	0.00	A 60-50
β	Status	В	В	B	В	В	В							<b>R</b> <49
tive	Target													What is good
nula	2022	77.5	83.24	90.17	89.85	90.51	90.86							Monitor
G	Status	в	В	B	В	В	В							

Ref: PS1.6 Stations alerted within 90 seconds (Building fires)

	]	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		В	86%-100%
	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%		G	85%-85.9%
thy	2023	74%	78%	71%	73%	73%	78%								Α	84.9%-75%
Mor	Status	R	А	R	R	R	Α								R	74.9%-65%
ive	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	W	hat is go	od
ulat	2023	74%	76%	74%	74%	74%	75%	64%	56%	50%	45%	41%	37%	Hig	gher is b	etter
Curr	Status	R	Α	R	R	R	Α									

Ref: PS1.7 Stations alerted within 90 seconds (Fires in vehicles)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	E	<b>3</b> 76%-100%
	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	G	<b>5</b> 75%-75.9%
th/	2023	67%	66%	64%	61%	62%	64%							4	A 74.9%-65%
Mor	Status	Α	Α	R	R	R	R							F	<b>R</b> 64.9%-0%
ve.	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	What	is good
ulat	2023	67%	67%	66%	65%	64%	64%	55%	48%	43%	38%	35%	32%	Highe	er is better
Curr	Status	Α	Α	Α	Α	R	R								

Ref: PS1.8 Stations alerted within 90 seconds (Fires in the open)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	;	76%-100%
- [	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	G	ì	75%-75.9%
thly	2023	55%	57%	56%	50%	58%	54%							А	1	74.9%-65%
Mor	Status	R	R	R	R	R	R							R	2	64.9%-0%
ve	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	What	is go	bod
ulat	2023	55%	56%	56%	55%	55%	55%	47%	41%	37%	33%	30%	28%	Highe	r is b	etter
Cum	Status	R	R	R	R	R	R									

Ref: PS1.9 Stations alerted within 90 seconds (Road Traffic Collisions - Persons trapped)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		В	61%-100%
	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%		G	60%-60.9%
th h	2023	56%	64%	45%	57%	53%	49%								Α	59.9%-50%
Mor	Status	Α	В	R	Α	Α	R								R	49.9%-0%
ive	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	١	Nhat is go	ood
ulat	2023	56%	60%	55%	56%	55%	54%	46%	40%	36%	32%	29%	27%	F	ligher is b	etter
Curr	Status	Α	G	Α	Α	Α	Α									

Ref: PS1.10 Challenged calls resulting in no requirement to attend

	[	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В
	Prev 5 year													G
thly	2023													A
Mor	Status													R
ive.	Prev 5 year													What is good
ulat	2023													Monitor
Curr	Status													

В	76%-100%
G	75%-75.9%
Α	74.9%-65%
R	64.9%-0%

Higher	is better	

4

### Ref: PS1.11 Fire Survival Guidance given

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	<b>B</b> 0
Γ	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>G</b> 1-3
thly	2023	1	0	0	1	1	0							<b>A</b> 4-5
Mor	Status	G	В	В	G	G	В							<b>R</b> >5
ive	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	What is good
ulat	2023	1	1	1	2	3	3	3	3	3	3	3	3	Monitor within range
- To	Status	G	G	G	G	G	G							

Ref: PS1.12 Safeguarding referrals made

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	<b>B</b> <10%
-	Prev 5 year	9	11	9	13	9	12	0	0	0	0	0	0	G Within 10%
thly	2023	11	21	15	11	11	7	0	0	0	0	0	0	A >10%
Mor	Status	R	R	R	В	R	В							<b>R</b> >20%
ve Ve	Prev 5 year	9	20	29	42	51	63	63	63	63	63	63	63	What is good
ulat	2023	11	32	47	58	69	76	76	76	76	76	76	76	Monitor within range
Curr	Status	R	R	R	R	R	R							

Ref: PS1.13 Threats of Arson dealt with

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	<b>B</b> <10%
	Prev 5 year	11	5	9	9	13	15	13	15	14	11	11	12	G Within 10%
thly	2023	10	15	23	19	13	9	0	0	0	0	0	0	A >10%
Mor	Status	G	R	R	R	G	В							<b>R</b> >20%
[														
ive	Prev 5 year	11	16	25	34	47	62	75	90	104	115	126	138	What is good
ulat	2023	10	25	48	67	80	89	89	89	89	89	89	89	Monitor within range
Cur	Status	G	R	R	R	R	R							

## Great Place to Work - People

Ref: GP1.1 Headcount Vs Establishment

	]	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В	>100%
ſ	Target	39	39	39	39	39	39	39	39	39	39	39	39	G	>94.9%
nthly	2023	40.13	39.6	39.5	39.6	38.06	41.06							Α	<95%
Mor	Status	В	В	В	В	G	В							R	<90%
ve	Target	39	39	39	39	39	39	39	39	39	39	39	39	What is go	od
ulati	2023	40.13	39.87	39.74	39.708	39.38	39.66							Nearest ta	rget
Cum	Status	В	В	В	В	В	В								

Ref: GP1.2	% Staff turnover

		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%	<1%	G	<1%
thly	2023	0	0	0	2.50%	2.50%	0							Α	1.1% -2.5%
Mor	Status	G	G	G	Α	Α	G							R	>2.5%
ve	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	What is go	od
ulati	2023	0	0	0	0.63%	1.00%	0.83%							Lower is b	etter
-To	Status	G	G	G	G	G	G								

Ref: GP1.3 % Long-term Absence

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В	<1%
	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	G	1.1%-3%
thly	2023	0	2.98%	0	2.65%	1.90%	0							Α	3.1%-10%
Mor	Status	В	G	В	G	G	В							R	>10.1%
tive	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is go	ood
ulat	2023	0	1.49%	0.99%	1.41%	1.51%	1.26%	1.08%	0.94%	0.84%	0.75%	0.68%	0.63%	Lower is b	etter
Cur	Status	В	G	В	G	G	G								

#### Ref: GP1.4 % Short-term Absence

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В	<1%
Γ	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	G	1.1%-3%
]th	2023	5.88%	0.50%	3.15%	4.47%	3.10%	1.76%							Α	3.1%-10%
Mor	Status	Α	В	Α	Α	А	G							R	>10.1%
ve	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is go	od
nulati	2023	5.88%	3.19%	3.18%	3.50%	3.42%	3.14%	2.69%	2.36%	2.10%	1.89%	1.71%	1.57%	Lower is be	etter
Curr	Status	Α	Α	Α	Α	Α	Α								

### Ref: GP1.5 Employee Experience

	2022	2024	2026					В	>65%
Target	65%	65%	65%					G	55%-65%
Actual								Α	45%-55%
Status								R	<45%
								What is go	od
								Higher is b	etter

### Ref: GP1.6 Appraisal (Personal Development) Completion

	17/18	18/19	20/21	21/22	22/23	23/24				В	>95%
Target	95%	95%	95%	95%	95%	95%					85%-95%
Actual		78.38%	100%	100%	100%					Α	65%-84%
Status		Α	В	В	В					R	<65%
										-	
										What is go	od
										Higher is b	etter

### Ref: GP1.7 Mandatory Training Completion

	2021	2022	2023					В	>95%
Target	95%	95%	95%					G	85%-95%
Actual								Α	65%-84%
Status								R	<65%
								What is go	od
								Higher is b	etter

### Ref: GP1.8 Case management - % Completed within timeframe

	]	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%-95%
nthly	2023	100	100	100	100	100	100							Α	65%-84%
Mor	Status	В	В	В	В	В	В							R	<65%
[															
														What is go	od
														Higher is b	etter
[															

### Ref: GP1.9 Number of workplace related accidents/injuries

	-										
		Q1	Q2	Q3	Q4					В	
>	Prev 3 year	0.3	0	0	0.67					G	<1
rter	2023	1	0							Α	1
Qua	Status	Α	G							R	>1
ve.	Prev 3 year	0.3	0.15							What is go	od
ulati	2023	1	0.5							Lower is be	etter
Curr	Status	Α	G								

### Ref: GP1.10 Number of near miss/hazard reports

		Q1	Q2	Q3	Q4					В
~	Prev 3 year	0	0.3	0	0.3					<b>G</b> <1
rter	2023	0	0							<b>A</b> 1
Qua	Status	G	G							<b>R</b> >1
ive	Prev 3 year	0	0.15							What is good
ulat	2023	0	0							Monitor
Cun	Status	G	G							

### Ref: GP1.11 RIDDOR reportable injuries

	]	Q1	Q2	Q3	Q4					В	
~	Prev 3 year	0	0	0	0					G	<1
rter	2023	0	0							Α	1
Qua	Status	G	G							R	>1
ive	Prev 3 year	0	0	0	0					What is go	od
nulat	2023	0	0							Lower is be	etter
Cum	Status	G	G								

Ref: GP1.12 Verbal or physical attacks on staff

						 r			-	 -	
		Q1	Q2	Q3	Q4					В	
>	Prev 3 year	0	0							G	<1
rter	2023	0	0							Α	1
Qua	Status	G	G							R	>1
š	Prev 3 year	0	0							What is go	od
ulat	2023	G	G							Lower is be	etter
Cun	Status										

## Public Value - Efficiency

PV.1.1 - Number of reportable data breaches

		17/18	18/19	19/20	20/21	21/22	22/23	23/24
	Target							
Annual	Actual	0	0	0	0	0	0	0
Anr	Status	G	G	G	G	G	G	G

В	
G	0
Α	
R	>0

What is good	
Less is better	

### PV.1.2 - After the incident Survey - % of Respondents satisfied with the service provided

		17/18	18/19	19/20	20/21	21/22
i.	Target					
Domestic	Actual					
Dor	Status					
r- stic	Target					
Non- Domestic	Actual					
ă	Status					
Don						

100%
95-99%
90-94%
<90%

What is good
Higher is better

### PV.1.3 - Compliments & Complaints

		17/18	18/19	19/20	20/21	21/22
ent	Prev 3 year					
olim	Actual					
Compliments	Status					
its	Prev 3 year					
olair	Actual					
Complaints	Status					

### PV.1.4 - Service Desk Response

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
>	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Monthly	2023	100	95.24	91.67	100	100	95						
β	Status	В	R	R	В	В	R						
[													
ive	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Cumulative	2023	100	97.62	95.637	96.73	97.38	96.99						
Cun	Status	В	А	R	А	А	Α						

 B
 < 2</td>

 G
 Within 1

 A
 > 3

 R
 > 5

What is good
Monitor

В	100%
G	> 97.9%
Α	> 95.9%
R	< 96%

What is good	
Higher is better	

### PV.1.5 - Service Desk tickets logged

_		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	<b>B</b> <10
>	Target	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15	<b>G</b> 10-15
nthly	2023	9	21	24	29	19	20							A 16-25
Mo	Status	В	Α	А	A	A	Α							<b>R</b> >25
[														
e	Target	15	30	45	60	75	90	105	120	135	150	165	180	What is good
ulati	2023	9	30	54	83	102	122	122	122	122	122	122	122	Monitor
Cumula	Status	в	G	А	A	A	А							

### PV.1.6 - System Uptime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	В	100%
7	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	G	> 97.9%
onthly	2023	100	100	100	100	100	100							Α	> 95.9%
Mo	Status	В	В	В	В	В	В							R	< 96%
e	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	What is g	ood
ulativ	2022	100	100	100	100	100	100							Higher is	better
Cum	Status	В	В	В	В	В	В								

## 4. <u>COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT</u>

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. LEGAL IMPLICATIONS

6.1 None identified at this time.

## 7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 None identified at this time .

## 8. **<u>RISK IMPLICATIONS</u>**

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

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

(Public Pack)Agenda Document for Thames Valley Fire Control Joint Committee, 17/07/2023 14:00 (bucksfire.gov.uk)

## 12. <u>APPENDICES</u>

12.1 None

## 13. CONTACT DETAILS

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