

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS PERFORMANCE MONITORING Q4 ANNUAL REPORT 2023/24
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	8 JULY 2024
LEAD OFFICER	ASSISTANT CHIEF FIRE OFFICER 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, 25 are currently reportable over 2023/24. This is an increase from 11 reportable measures during 2022/23. Member's recommendations to include measures for calls handled per FTE, and contract performance against Service Level Agreement, have been included during 2023/24.
- 1.4 The range of performance measures are reviewed annually by the JCG in accordance with the requirements of the Inter-Authority Agreement. Notably from April 2024 onwards, the measures will include the average call handling

time, which is a development from the previous target-based approach. Additionally, development of the Control Room Mobilising System during 2023/24 has enabled the JCG to capture better information relating to call challenge. These measures will feature in future reports.

- 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 **NOTE** the TVFCS Q4 Annual Performance Monitoring Report for 2023/24.

3. REPORT

- 3.1 This report demonstrates annual Service performance between April 2023 and March 2024, with 25 measures reported over the year.
- 3.2 Despite a busier period during Q4, the number of emergency calls answered by the Service over the whole year averaged within ten percent of the previous five years.
- 3.3 The Service does not meet the targets set by the JCG for alerting fire stations within 90 seconds of receiving a 999 call. These targets have been reviewed to better understand call handling times according to call challenge and incident type, from April 2024 onwards.
- 3.4 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 95.8 percent during the year, which is above the 92 percent target set by the Joint Coordination Group.
- 3.5 The monthly average number of calls handled per FTE during 2023/24 has been 89. The monitor established for this measure is set against the expectations set out by the regional fire control project in 2004.
- 3.6 Fire Survival Guidance was given to the public on eight occasions during 2023/24.
- 3.7 The employee headcount has remained above target, and despite an increase in staff turnover during Q4, it remained steady at 1.05 percent over the year.
- 3.8 Both short- and long-term absences increased during Q4. The annual absence rate for both short- and long-term absences was slightly above the target to keep it below three percent.

Thames Valley Fire Control Service – Performance Monitoring Dashboard

Ref:	Public Safety	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
PS1.1	Emergency calls answered	Within 10%	Monthly	Previous 5 year average	A	G
PS1.2	Emergency calls answered within 5 seconds	Quicker is better	Monthly	Target 92%	B	B
PS1.3	Emergency calls answered within 10 seconds	Quicker is better	Monthly	Target 97%	B	G
PS1.4	Stations alerted within 90 seconds (all incidents excluding call challenge)	Quicker is better	Monthly	Target 80%		
PS1.5	Calls handled per FTE	Higher is better	Monthly	61	B	B
PS1.6	Stations alerted within 90 seconds (Building fires)	Quicker is better	Monthly	Target 85%	R	A
PS1.7	Stations alerted within 90 seconds (Vehicle Fires)	Quicker is better	Monthly	Target 75%	R	R
PS1.8	Stations alerted within 90 seconds (Fires in the open)	Quicker is better	Monthly	Target 75%	R	R
PS1.9	Stations alerted within 90 seconds (Road Traffic Collision - Persons trapped)	Quicker is better	Monthly	Target 60%	R	A
PS1.10	Calls Challenged resulting in no need to respond	Monitoring only	Monthly	Previous 5 year average		
PS1.11	Fire Survival Guidance given	Monitoring only	Monthly	Previous 5 year average	B	G
PS1.12	Safeguarding interventions	Monitoring only	Monthly	Previous 5 year average	R	R
PS1.13	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	A	R

Ref:	Great Place to Work	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
GP1.1	Headcount Vs Establishment	Nearest target	Monthly	Target 39 FTE	B	B
GP1.2	Staff turnover	Lower is better	Monthly	Target <1%	G	A
GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	A	A
GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	A	A
GP1.5	Employee experience	Higher is better	Two-yearly	Target 65%		
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%		
GP1.8	Case Management completed within timeframe	Higher is better	Monthly	Target 85%	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	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%		
PV1.3	Compliments/Complaints	Monitoring only	Annually	Previous 3 year average		
PV1.4	Service Desk response	Higher is better	Monthly	Target >95%	B	A
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%	B	B

Key:

B	Better than expected
G	As expected
A	Worse than expected
R	Considerably worse than expected

Monitoring purposes only

B	Better than expected
G	As expected
A	Worse than expected
R	Considerably worse than expected

Detailed measures by category:

Public Safety – Effectiveness

Ref: 1.1 Emergency calls answered

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	2903	3009	3179	4283	4009	3257	3063	2938	2911	2592	2455	2614	B <10%
	2023	2789	3203	3746	3199	3354	3333	3660	3081	2936	3500	2724	2969	G Within 10%
	Status	G	G	A	B	B	G	A	G	G	R	A	A	A >10%
Cumulative	Prev 5 year	2903	5912	9091	13374	17383	20640	23703	26641	29552	32144	34599	37213	What is good
	2023	2789	5992	9738	12937	16291	19624	23284	26365	29301	32801	35525	38494	Within 10% of previous
	Status	G	G	G	G	G	G	G	G	G	G	G	G	five year average

Ref: 1.2 Emergency calls answered within 5 seconds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	B 93%-100%
	2023	96.31	96.96	94.14	94.87	95.95	96.43	94.01	94.65	95.64	97.64	96.29	96.51	G 92%-92.9%
	Status	B	B	B	B	B	B	B	B	B	B	B	B	A 91.9%-81%
Cumulative	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	What is good
	2023	96.31	96.635	95.80	95.57	95.65	95.78	95.52	95.42	95.44	95.66	95.72	95.78	Higher is better
	Status	B	B	B	B	B	B	B	B	B	B	B	B	

Ref: 1.3 Emergency calls answered within 10 seconds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	B 98%-100%
	2023	98.14	98.88	97.20	96.94	98.39	98.65	96.94	96.89	97.72	99.09	98.14	98.32	G 97%-97.9%
	Status	B	B	G	A	B	B	A	A	G	B	B	B	A 96.9%-86%
Cumulative	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	What is good
	2022	98.14	98.51	98.07	97.79	97.91	98.03	97.88	97.75	97.75	97.88	97.91	97.94	Higher is better
	Status	B	B	B	G	G	B	G	G	G	G	G	G	R 85.9%-0%

Ref: 1.4 Stations alerted within 90 seconds (All Incidents - excluding call challenge)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	B 81%-100%
	2022													G 80%-80.9%
	Status													A 79.9%-70%
Cumulative	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	What is good
	2021	0	0	0	0	0	0	0	0	0	0	0	0	Higher is better
	Status													R 69.9%-0%

Ref 1.5 - Calls per FTE call handler

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	61	61	61	61	61	61	61	61	61	61	61	61	B >61
	2023	77.5	88.97	104.05	88.86	93.17	92.58	101.67	85.58	81.56	97.22	75.67	82.47	G 61
	Status	B	B	B	B	B	B	B	B	B	B	B	B	B
Cumulative	Target													What is good
	2022	77.5	83.24	90.17	89.85	90.51	90.86	92.40	91.55	90.44	91.12	89.71	89.11	Monitor
	Status	B	B	B	B	B	B	B	B	B	B	B	B	B

Ref: 1.6 Stations alerted within 90 seconds (Building fires)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	B 86%-100%
	2023	74%	78%	71%	73%	73%	78%	70%	76%	73%	79%	78%	74%	G 85%-85.9%
	Status	R	A	R	R	R	A	R	A	R	A	A	R	A 84.9%-75%
Cumulative	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	What is good
	2023	74%	76%	74%	74%	74%	75%	74%	74%	74%	75%	75%	75%	Higher is better
	Status	R	A	R	R	R	A	R	R	R	A	A	A	R 74.9%-65%

Ref: 1.7 Stations alerted within 90 seconds (Fires in vehicles)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	B	76%-100%	
	2023	67%	66%	64%	61%	62%	64%	64%	58%	62%	63%	67%	59%	G	75%-75.9%
	Status	A	A	R	R	R	R	R	R	R	R	A	R	A	74.9%-65%
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%			
	2023	67%	67%	66%	65%	64%	64%	64%	63%	63%	63%	63%			
	Status	A	A	A	A	R	R	R	R	R	R	R			

What is good
Higher is better

Ref: 1.8 Stations alerted within 90 seconds (Fires in the open)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	B	76%-100%	
	2023	55%	57%	56%	50%	58%	54%	55%	45%	60%	55%	48%	57%	G	75%-75.9%
	Status	R	R	R	R	R	R	R	R	R	R	R	R	A	74.9%-65%
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%			
	2023	55%	56%	56%	55%	55%	55%	55%	54%	54%	55%	54%	54%		
	Status	R	R	R	R	R	R	R	R	R	R	R	R		

What is good
Higher is better

Ref: 1.9 Stations alerted within 90 seconds (Road Traffic Collisions - Persons trapped)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	B	61%-100%	
	2023	56%	64%	45%	57%	53%	49%	45%	37%	48%	45%	37%	55%	G	60%-60.9%
	Status	A	B	R	A	A	R	R	R	R	R	R	R	A	59.9%-50%
Cumulative	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%			
	2023	56%	60%	55%	56%	55%	54%	53%	51%	50%	50%	49%	54%		
	Status	A	G	A	A	A	A	A	A	A	A	R	A		

What is good
Higher is better

Ref: 1.10 Challenged calls resulting in no requirement to attend

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year													B
	2023													G
	Status													A
Cumulative	Prev 5 year													
	2023													
	Status													R

What is good
Monitor

Ref: 1.11 Fire Survival Guidance given

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	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		B
	2023	1	0	0	1	1	0	2	0	2	0	1	0	G
	Status	G	B	B	G	G	B	G	B	G	B	G	B	A
Cumulative	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		
	2023	1	1	1	1	3	3	5	5	7	7	8	8	
	Status	G	G	G	G	G	G	G	G	G	G	G	G	

What is good
Monitor

Ref: 1.12 Safeguarding referrals made

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	9	11	9	13	9	12	9	13	13	12	13	10	B
	2023	11	21	15	11	11	7	8	23	18	19	12	25	G
	Status	A	R	R	A	A	B	B	R	R	R	G	R	A
Cumulative	Prev 5 year	9	20	29	42	51	63	72	85	98	110	123	133	
	2023	11	32	47	58	69	76	84	107	125	144	156	181	
	Status	A	R	R	R	R	A	A	R	A	R	R	R	

What is good
Monitor

Ref: 1.13 Threats of Arson dealt with

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	11	5	9	9	13	15	13	15	14	11	11	12	B
	2023	10	15	23	19	13	9	15	17	11	13	13	14	G
	Status	G	R	R	R	G	B	A	G	B	A	A	A	A
Cumulative	Prev 5 year	11	16	25	34	47	62	75	90	104	115	126	138	
	2023	10	25	48	67	80	89	104	121	132	145	158	172	
	Status	G	R	R	R	R	R	R	R	R	R	R	R	

What is good
Monitor

Ref: GP1.7 Mandatory Training Completion

	2021	2022	2023									
Target	95%	95%	95%									
Actual												
Status												

B	>95%
G	85%-95%
A	65%-84%
R	<65%

What is good
Higher is better

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
2023	100	100	100	100	100	100	100	100	100	100	100	100
Status	B	B	B	B	B	B	B	B	B	B	B	B

B	>95%
G	85%-95%
A	65%-84%
R	<65%

What is good
Higher is better

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

	Q1	Q2	Q3	Q4								
Monthly												
Prev 3 year	0.3	0	0	0								
2023	1	0	1	0								
Status	A	G	A	G								
Cumulative												
Prev 3 year	0.3	0	0	0								
2023	1	1	2	0								
Status	A	G	A	G								

B	>95%
G	<1
A	1
R	>1

What is good
Lower is better

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

	Q1	Q2	Q3	Q4								
Monthly												
Prev 3 year	0.3	0	0	0								
2023	0	0	0	0								
Status	G	G	G	G								
Cumulative												
Prev 3 year	0.3	0	0	0								
2023	0	0	0	0								
Status	G	G	G	G								

B	>95%
G	<1
A	1
R	>1

What is good
Monitor

Ref: GP1.11 RIDDOR reportable injuries

	Q1	Q2	Q3	Q4								
Monthly												
Prev 3 year	0	0	0	0								
2023	0	0	0	0								
Status	G	G	G	G								
Cumulative												
Prev 3 year	0	0	0	0								
2023	0	0	0	0								
Status	G	G	G	G								

B	>95%
G	<1
A	1
R	>1

What is good
Lower is better

Ref: GP1.12 Verbal or physical attacks on staff

	Q1	Q2	Q3	Q4								
Monthly												
Prev 3 year	0	0	0	0								
2023	0	0	0	0								
Status	G	G	G	G								
Cumulative												
Prev 3 year	0	0	0	0								
2023	G	G	G	G								
Status												

B	>95%
G	<1
A	1
R	>1

What is good
Lower is better

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
Annual							
Target							
Actual	0	0	0	0	0	0	0
Status	G	G	G	G	G	G	G

B	
G	0
A	
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
Domestic					
Target					
Actual					
Status					
Non-Domestic					
Target					
Actual					
Status					

B	100%
G	95-99%
A	90-94%
R	<90%

What is good
Higher is better

PV.1.3 - Compliments & Complaints

	17/18	18/19	19/20	20/21	21/22
Compliments					
Prev 3 year					
Actual					
Status					
Complaints					
Prev 3 year					
Actual					
Status					

B	< 2
G	Within 1
A	> 3
R	> 5

What is good
Monitor

PV.1.4 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2023	100	95	92	100	100	95	95	100	93	84	96	100
Status	B	R	R	B	B	R	R	B	R	R	A	B
Cumulative												
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2023	100	98	96	97	97	97	97	97	97	95	95	96
Status	B	A	R	A	A	A	A	A	A	R	R	A

B	100%
G	> 97.9%
A	> 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
Monthly												
Prev 3 year												
2023	9	21	24	29	19	20	22	17	29	19	23	19
Status	B	A	A	A	A	A	A	A	R	A	A	A
Cumulative												
Target												
2023	9	30	54	83	102	122	144	161	190	209	232	251
Status	B	G	A	A	A	A	A	A	A	A	A	A

B	<10
G	10-15
A	16-25
R	>25

What is good
Monitor

PV.1.6- System Uptime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	B 100%
	2023	100	100	100	100	100	100	100	100	100	100	100	100	G > 97.9%
	Status	B	B	B	B	B	B	B	B	B	B	B	B	A > 95.9%
														R < 96%
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	What is good
	2022	100	100	100	100	100	100	100	100	100	100	100	100	Higher is better
	Status	B	B	B	B	B	B	B	B	B	B	B	B	

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. LEGAL IMPLICATIONS

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

<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. APPENDICES

12.1 None.

13. CONTACT DETAILS

13.1 Assistant Chief Fire Officer Simon Tuffley stuffley@bucksfire.gov.uk
07766781389