

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Annual Report 2019-20





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» WELCOME

Welcome to the Royal Berkshire Fire and Rescue Service (RBFRS) Annual Report. 2019-20 has been an exceptionally busy and important year for the Service.

After welcoming Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) for the first time, RBFRS' inspection report was published which confirmed that the people of Royal Berkshire can be confident that they are being well-served.

Shortly after this, the Grenfell Tower Inquiry Phase 1 Report was published. We would like to reassure residents that a significant amount of work has taken place to date to help keep you safe and we are committed to learning every lesson possible from the findings of the Inquiry. Our thoughts remain firmly focused on the victims, families and communities devastated by the Grenfell fire.

Later in the year, we broke ground on Theale Community Fire Station, as well as reaching the final stages of the rebuild of Crowthorne Community Fire Station.

Towards the end of this year, COVID-19 began to take hold of our daily lives and we now find ourselves faced with a significant challenge. As a critical public service, work is ongoing to identify the best way to deliver our services to you, the people of Royal Berkshire, in a safe and effective way.

The following report highlights the significant amount of work that has been completed in 2019-20, and we are extremely proud of all Members, the staff and volunteers who have made this possible.

Over the next 12 months, we will continue to work hard to ensure that the Service has the right resources, people and plans in place to build on the work completed in 2019-20.



Councillor Colin Dudley
Chairman
Royal Berkshire Fire Authority



Trevor Ferguson
Chief Fire Officer and Chief Executive
Royal Berkshire Fire and Rescue Service



» YOUR FIRE AND RESCUE SERVICE

Royal Berkshire Fire and Rescue Service is responsible for an area of around 488 square miles, from Slough and Langley in the east to Lambourn and Newbury in the west. It employs more than 600 members of staff, who serve a population of approximately 915,000 people.

The Service's highly-trained fire crews deal with incidents ranging from road and rail accidents to fuel and chemical spills, aviation and waterway accidents, collapsed buildings, large animal rescues and, of course, fires.

Along with providing a swift and effective response to incidents, one of the Service's aims is to educate people on how to prevent fire and other emergencies. It works with schools, businesses, residents and community groups throughout Royal Berkshire to raise awareness and educate people about a wide variety of safety issues.

The Service has joined forces with Oxfordshire County Council Fire and Rescue Service and Buckinghamshire & Milton Keynes Fire and Rescue Service to establish a shared emergency call handling centre.



» YOUR FIRE AND RESCUE SERVICE

KEY



Fire Engine



Number of times mobilised in 2019-20
(including incidents over the border)

Dee Road

West Hub



1 Fire Engine



1 Heavy Rescue Unit



1,035

Pangbourne

West Hub



1 Fire Engine



1 Water Bowser



1

Lambourn

West Hub



1 Fire Engine



1 Off road vehicle



19

Hungerford

West Hub



1 Fire Engine



106

Newbury

West Hub



2 Fire Engines



1,297

Wokingham Road

West Hub



1 Fire Engine



1,030

Whitley Wood

West Hub



1 Fire Engine



1 Aerial Appliance



1 Hazardous Material and
Environmental Response Unit



1 Mass Decontamination Unit



1 Operational Support Unit



769

Headquarters



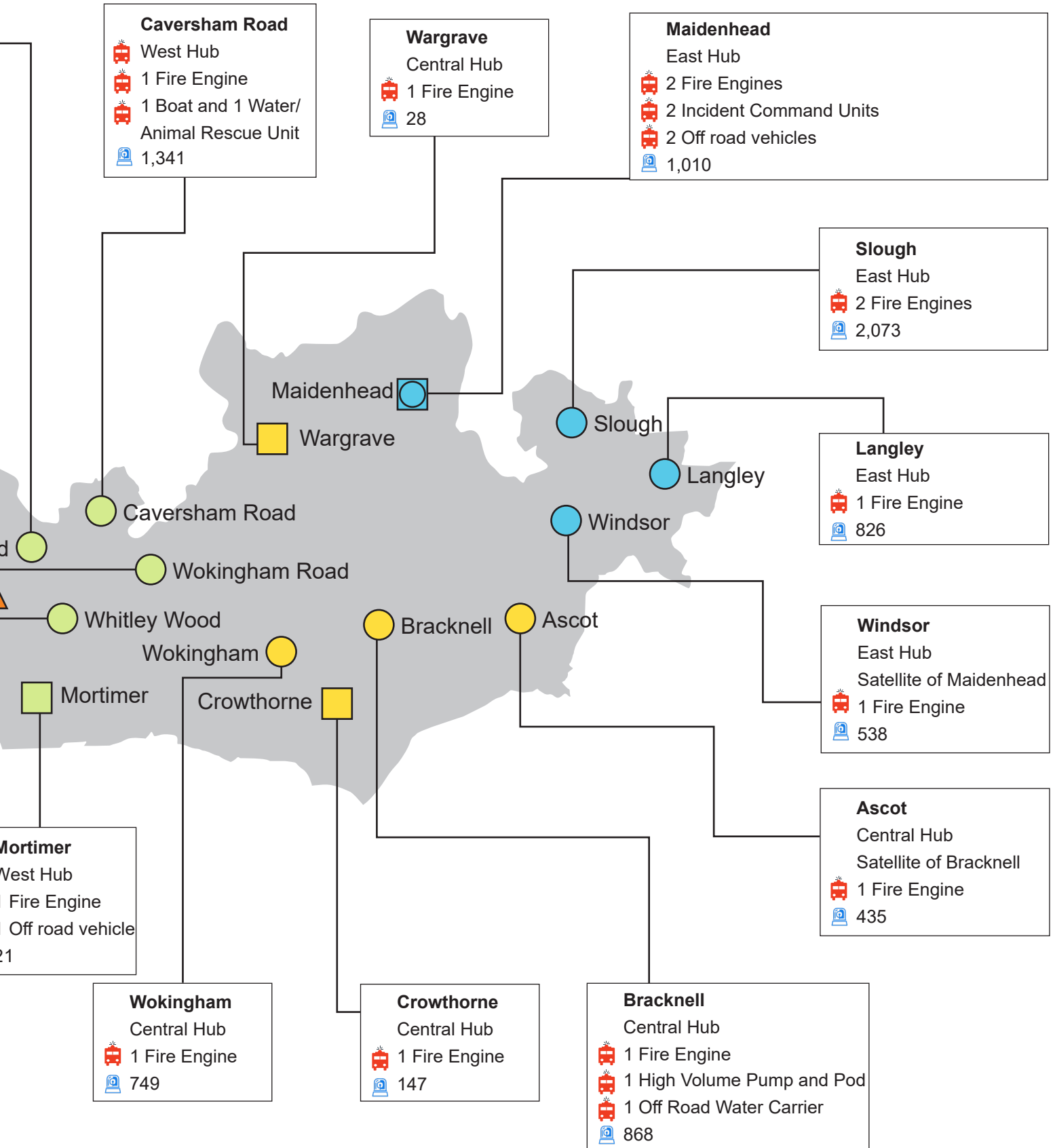
West Hub



Central Hub



East Hub



Retained

Wholetime / Retained

Wholetime

Headquarters



» YOUR FIRE AND RESCUE SERVICE

In our [Corporate Plan and Integrated Risk Management Plan \(IRMP\) 2019-23](#), Royal Berkshire Fire Authority set RBFRS six public facing commitments:

1. We will provide education and advice on how to prevent fires and other emergencies.
2. We will ensure a swift and appropriate response when called to emergencies.
3. We will provide advice, consultation and enforcement in relation to fire safety standards in buildings.
4. We will seek opportunities to contribute to a broader safety, health and wellbeing agenda, whilst delivering our core functions.
5. We will ensure that RBFRS provides good value for money.
6. We will work with Central Government and key stakeholders in the interests of the people of Royal Berkshire.

In addition, RBFRS set an additional four objectives for 2019-20:

7. We will recruit, train and develop our people to ensure we create a safe, professional and capable workforce that are supported to become the best public servants they can be for the residents of Berkshire.
8. We will manage RBFRS in accordance with appropriate legal requirements, financial standards and associated guidance, and be transparent in our compliance.
9. We will be strong and visible in our leadership in developing a diverse and inclusive 'one team' culture where everyone's contribution is valued and positive behaviours are recognised.
10. We will explore and maximise collaboration opportunities to ensure we deliver effective and efficient services to the people we serve.



» AWARDS AND ACCREDITATIONS



We received the Champion of Equality and Diversity Award at the Asian Fire Service Association Awards for our work with the Leonard Cheshire Change100 programme in 2019.



We are proud to have received the Disability Confident Employer accreditation.



Our teams won the 999 Award from Pride of Reading in 2019.

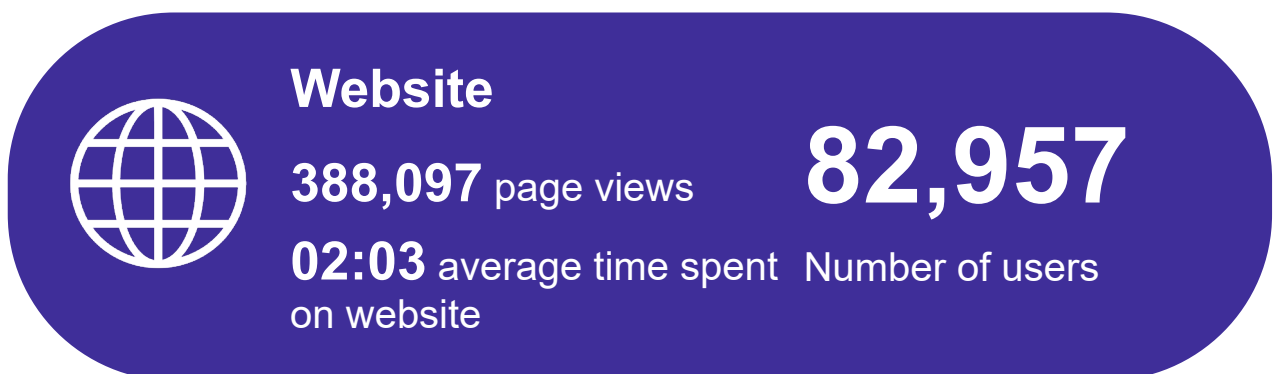
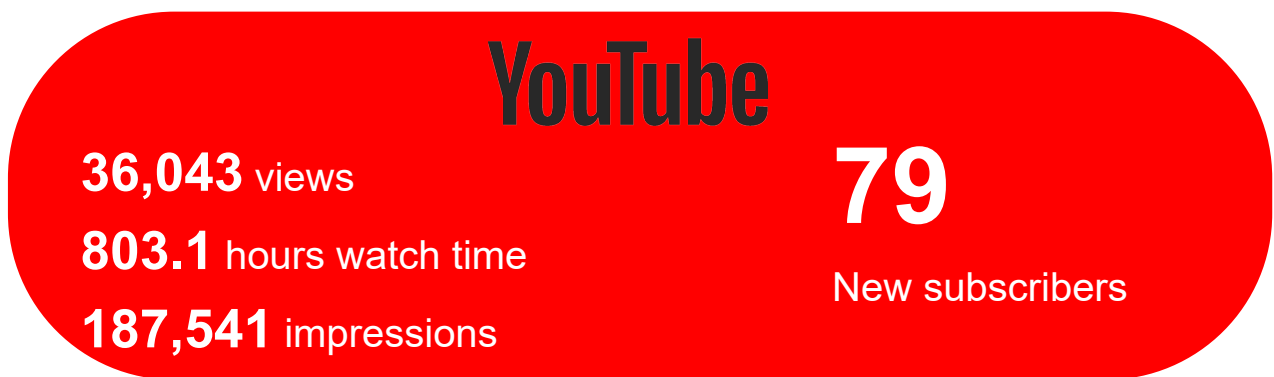
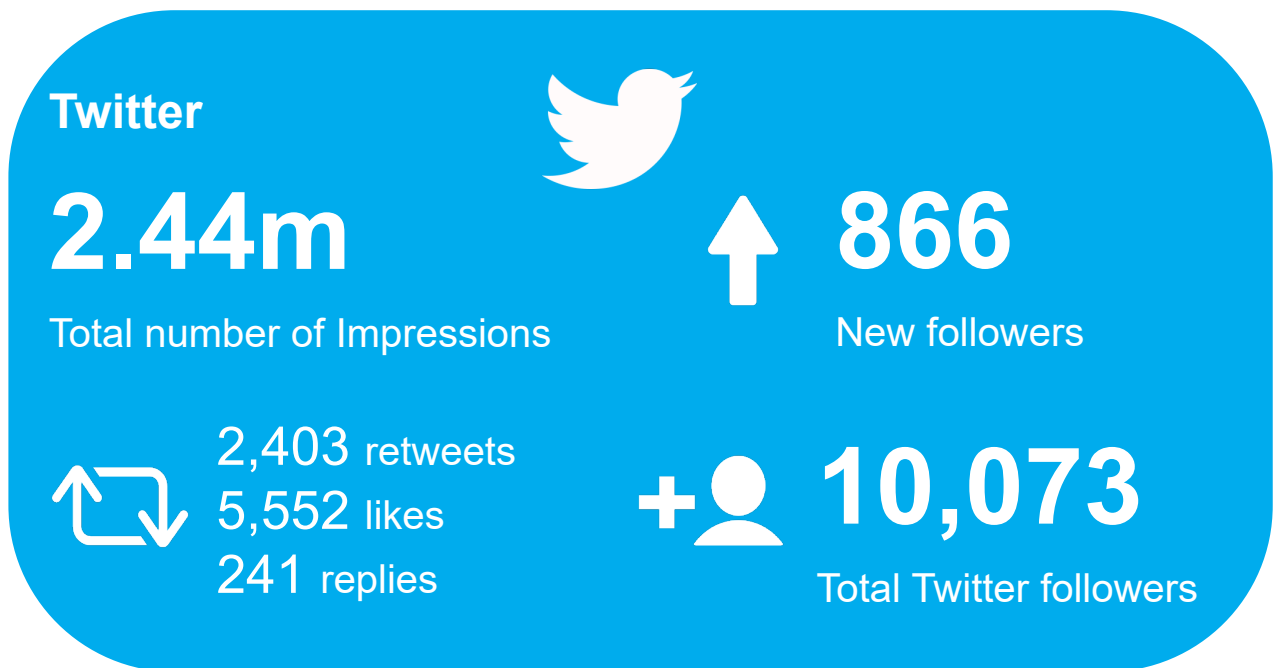


Thames Valley Fire Control Service as shortlisted for the Excellence in Fire and Emergency Award for Emergency Services Collaboration of the Year in 2019.



» SOCIAL MEDIA HIGHLIGHTS FOR 2019-20

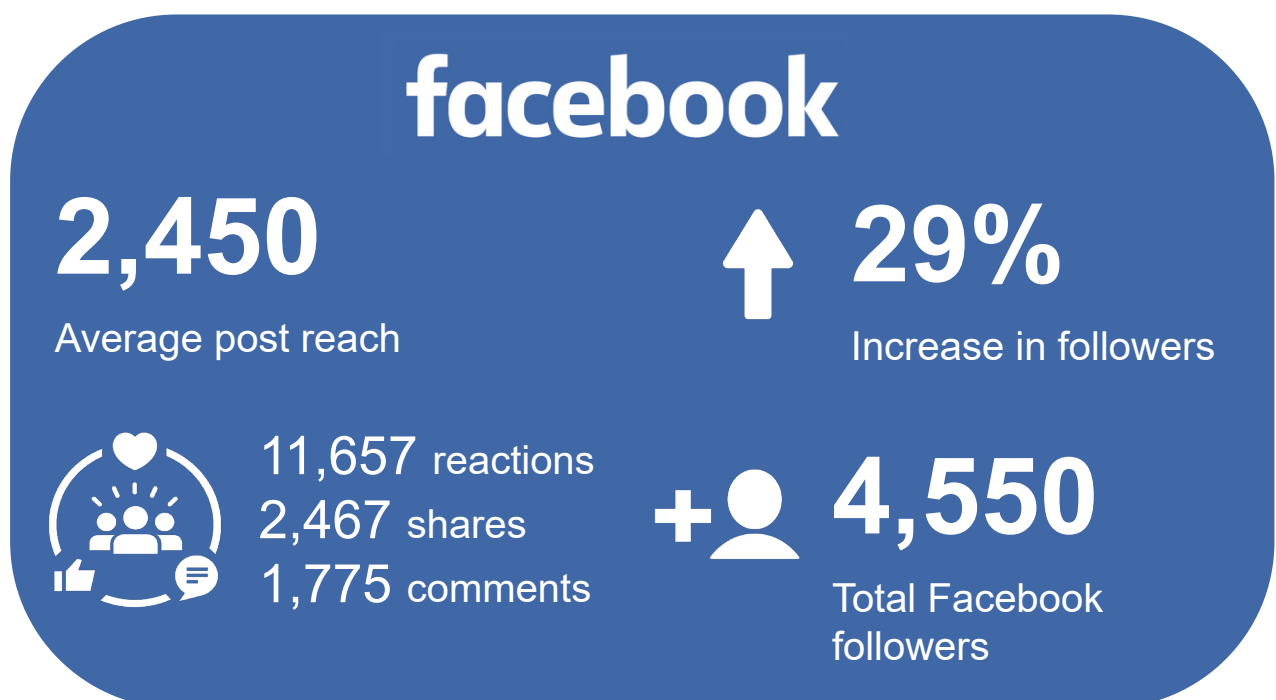
In an increasingly digital age, with 87% of all adults using the internet daily or almost every day in 2019 ([Source: ONS](#)), it is critical that we continue to effectively engage with our residents online, as well as through the more traditional methods. A large part of how we engage online is through social media sites, with 65% of people's most popular online activity being social networking ([Source: ONS](#)).





With this information, a significant amount of our preventative and informative advice is offered regularly across our social media channels. Over the last year, we have seen significant engagement from our local communities across these channels as shown by the data on these two pages.

On Twitter, impressions refers to the number of times a user is served a Tweet in their timeline or search results. On Facebook, reach refers to the number of unique people who saw our content.





» TIMELINE OF THE LAST YEAR (APRIL 2019 - MARCH 2020)

Here is a summary of some of the main events that have taken place in the past year at RBFRS.



CROWTHORNE GROUNDBREAKING

The Groundbreaking Ceremony for Crowthorne Tri-Service Community Fire Station was held in May 2019, ahead of a rebuild to become the second tri-service station in the County.

Building work continued throughout 2019, and the crew were ready to move back into their newly built Fire Station in May 2020.



NEW FIRE ENGINES ARRIVE IN WINDSOR AND WOKINGHAM

New fire engines were welcomed to Windsor and Wokingham Fire Stations in August, as part of a programme to modernise our fleet.

Events were held in Windsor and Wokingham town centres to mark the occasion, and were attended by members of the public, Fire Authority Members, local councillors and staff.

April

May

June

July

August

Sept

FEMALE FOCUSED HAVE A GO

In April 2019, we held the first in a series of 'female-focused Have a Go' events, aimed at encouraging more women to think about joining the Service, and providing an insight into life as a firefighter. The event also received coverage on the BBC.



PHASE ONE OF RMS/FDO

In May 2019, Phase 1 of the Remotely Managed Stations and Flexi Duty Officer project concluded, which introduced 24 new Watch Based Station Managers and paired stations together to be remotely managed.

COMBERMERE BARRACKS HEALTH OPEN DAY

Teams across the Service took part in an Open Day designed to give serving members of the armed forces a chance to meet and speak to a host of external providers in relation to health matters. They gave advice on road safety and careers in the fire and rescue service.

HMICFRS INSPECTION RESULTS PUBLISHED

In June, we received the results of our first inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services, in which we were awarded a 'good' judgement in all three areas of efficiency, effectiveness and people.

LOCAL SAFETY PLANS PUBLISHED

Our Local Safety Plans were published in June, setting out how each Hub would work to manage local risk to protect residents.

TEMPERATURES SOAR

July saw another very warm summer, with temperatures soaring to 30 degrees. As a result, outdoor fires became more and more common, with crews working around the clock to combat both large fires and wildfires.

READING PRIDE

We took part in Reading Pride in August, as part of the Service's commitment to promote Equality, Diversity and Inclusion.



AWARDS CEREMONY

In September, staff, Fire Authority Members, partners and the public were recognised for their achievements and long service good conduct at our annual awards ceremony.

GARRARD STREET SCAFFOLDING COLLAPSE

On 1 August, we responded to a scaffolding collapse on Garrard Street, Reading. Our crews assisted with the search for potential casualties as part of a multi-agency response. Thankfully, there were no serious injuries.

TRI-SERVICE CAREERS DAY

In September 2019, we hosted a tri-service careers day for leaving members of the Armed Forces in conjunction with the Career Transition Partnership.

PHASE 2 OF RMS/FDO

A new middle management and Flexi Duty operating model was introduced in October 2019, This allowed the Service to recruit highly skilled experts to specialist posts.



THEALE COMMUNITY FIRE STATION GROUNDBREAKING

A groundbreaking event for Theale Community Fire Station was held in December 2019, after plans for a new full-time station were approved by Members of the Royal Berkshire Fire Authority. Theale will become a tri-service community station, offering a shared location for our Service, Thames Valley Police (TVP) and South Central Ambulance Service (SCAS).



TILEHURST INDUSTRIAL FIRE

More than 50 firefighters tackled a blaze that erupted at an industrial unit in Tilehurst in March.

Thames Valley Fire Control Service received 43 calls to report the incident, which took over five hours to bring under control.

Thankfully, there were no injuries and firefighters were able to prevent the fire spreading to other units.

Oct

Nov

Dec

Jan

Feb

March

GRENPELL PHASE 1 REPORT

In October, the Grenfell Tower Inquiry Phase 1 Report was published. As a Service, we are continuing to respond to learnings from this tragic incident.

EDI CHAMPION AWARD

Tony Vincent, who co-ordinates our Service's participation in the Change100 programme, and Chris Surr, from Change100, were awarded the 'Equality, Diversity and Inclusion Champion' award by the Asian Fire Service Association, in recognition of their commitment to the programme.

BEHAVIOURAL COMPETENCY FRAMEWORK DEVELOPED

Our Behavioural Competency Framework was finalised in December. Our Behavioural Competencies are directly linked to our People Strategy, Equality, Diversity and Inclusion (EDI) Objectives and our Behavioural Charter.



#ITSNOTWORTHHERISK

In December, Wokingham Road Fire Station created a road safety display in conjunction with Thames Valley Police and South Central Ambulance Service, warning against the dangers of drink driving.



ON-CALL GRADUATION CEREMONY

In January, we held an On-Call Graduation Ceremony for on-call firefighters who joined the Service in the past three years.



NEW WHOLETIME FIREFIGHTERS JOIN THE SERVICE

In March, 22 new wholtime trainees completed their wholtime training course and joined fire stations across the County.



PRIDE OF READING

Crews from Caversham Road and Whitley Wood were recognised at the Pride of Reading Awards for their excellent work at an incident in Longmoor Wood, in which they saved the life of a colleague.

STAFF SURVEY

Our Staff Survey ran from November to December, collecting the views of staff in order to drive organisational change. 366 responses from members of staff were recorded.



>> OUR YEAR IN NUMBERS 2019-20



7,330

Emergency incidents responded to



884

Number of primary fires



886

Number of secondary fires



447

Special services (road traffic collision)



1,285

Special services (other)



10,016

Number of Safe and Well Visits delivered



1,394

Number of full Fire Safety Audits carried out



100%

of domestic respondents satisfied with service



100%

of commercial respondents satisfied with service



75.7%

of occasions we responded within 10 minutes



98.5%

of eligible staff successfully completing fitness test



4.5%

Working time lost to staff sickness across all groups



100%

Compliant spend as a % of overall spend



>> OUR PERFORMANCE

In order to monitor performance to ensure we are working towards our Annual Objectives and IRMP commitments, a number of performance measures were agreed by the Royal Berkshire Fire Authority for the Annual Plan 2019-20. These measures monitor the delivery of our statutory obligations and services we provide, along with how key resources are managed, including staff, finance and health and safety.

Performance is monitored on a quarterly basis by the Strategic Performance Board and by the Audit and Governance Committee. Our year end performance against the Corporate Measures can be seen on page 39.

As part of our strategy to prevent fires and other emergencies, during 2019-20, we continued to provide Safe and Well Visits to those who are at heightened risk of dying or being injured as a result of an accidental dwelling fire. We have further developed our work with partners to identify those most at risk and used local knowledge and other data sources. We were able to deliver 10,016 visits – exceeding our target and IRMP commitment, despite the restrictions put in place to tackle the COVID-19 pandemic significantly reducing the number of visits we could carry out in the last few weeks of the year. We have now completed just over 30,000 Safe and Well Visits since

April 2017, and at the end of 2019-20, were well on track to meet our five-year IRMP commitment.

In 2019-20, we continued to work closely with our local authority partners to develop our processes and train our staff to ensure vulnerable members of the public are protected and supported. We made 406 safeguarding referrals in the year, a 61% increase from 252 the previous year. 99.5% of these were made within our 24-hour target.

Fire Safety Inspecting Officers completed 1,394 full Fire Safety Audits in premises falling under the Regulatory Reform Order 2005, which outlines our duty to enforce fire safety in non-domestic premises. This was 22% more audits than we carried out in 2018-19.

In 2019-20, there were 7,330 emergency incidents within Berkshire. This is around 8% fewer incidents than in 2018-19, when we experienced a particularly hot and dry summer and attended many more outdoor fires than usual.





>> OUR PERFORMANCE



Over 30,000

Safe and Well Visits delivered since April 2017



93.5%

of turnouts met the 90 second target



22%

more fire safety audits carried out than 2018/19

In 2019-20, for the first time, we achieved our Response Standard target of attending 75% of all emergency incidents in under 10 minutes from the time of call. Our overall performance for the year was 75.7%. Although measures imposed as a result of the COVID-19 pandemic in the last two weeks of March has assisted us - most probably due to quicker travel times - the target was exceeded in 3 of the 4 quarters of the year.

In 2018-19, we saw a rise in the number of non-fatal casualties in accidental dwelling

fires to 50. In 2019-20, we are pleased to see that this trend has reversed with a total of 15 non-fatal casualties recorded. Our Hub structure is now embedded and has helped us join up our activity across Prevention, Protection and Response which allows us to respond more quickly to developing patterns locally.

We have further improved our wholetime crew turnout times in 2019-20, with 93.5% of turnouts meeting the 90 second target. This, combined with the continuing high level of wholetime crew availability (99.6% this year) helped us meet our Response Standard.

Our performance measures and targets enable us to manage our performance and demonstrate our effectiveness at preventing and protecting against potential risk and responding to incidents to ensure that we provide value for money to the communities that we serve.





Audits

A number of internal audits were conducted in 2019-20:

- Business Continuity and Emergency Planning;
- Financial Planning and Long-term Budgeting;
- Risk Management and Governance;
- Payroll Provide – DataPlan;
- Firefighter Pension Administration; and
- Key Financial Controls and IT – Cyber Essentials.

Our auditors found substantial assurance on all six of these audits (a seventh audit was completed which was an advisory audit with no assurance level assessment required). All audit actions are monitored through the Strategic Performance Board and Audit and Governance Committee.

Statement of Assurance

The annual Statement of Assurance is produced to formally confirm to Government, stakeholders and the communities we serve, the adequacy of arrangements for the effective management of financial, governance and

operational matters in RBFRS.

The Statement confirms the extent to which the requirement of the Fire and Rescue National Framework for England have been met.

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMIFCRS) Inspection

Following our first inspection in January 2019, our report was published in June 2019. RBFRS was judged as 'good' in all three pillars – effectiveness, efficiency and people. See page 18-19 for further information about the inspection findings and our response.





>> RBFRS PERFORMING TO A HIGH STANDARD

In June 2019, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services' (HMICFRS) report for Royal Berkshire Fire and Rescue Service (RBFRS) was published.

This was the first time that HMICFRS has inspected fire and rescue services across England. In carrying out the inspections of all 45 fire and rescue services in England, HMICFRS aimed to answer three main questions:

- How **effective** is the fire and rescue service at keeping people safe and secure from fire and other risks?
- How **efficient** is the fire and rescue service at keeping people safe and secure from fire and other risks?
- How well does the fire and rescue service look after its **people**?

The inspection confirmed RBFRS is performing to a high standard, receiving three 'good' judgments in effectiveness, efficiency and people.

The work of our staff was recognised throughout both in [our Service](#) report and the [national report](#) under each of the three pillars inspected as national best practice.

Areas of best practice within RBFRS which were highlighted, included:

- Our effective risk modelling of the County to ensure that we are placing

the right resources, in the right place, at the right time.

- Through our work with local authorities, including Wokingham Borough Council, where we encouraged the installation of sprinklers in newly built schools.
- Efficient collaboration with other blue light services, unitary authorities and other partner agencies to ensure that we are prepared to respond to major events.
- Through our Strategic Asset Investment Programme, which has seen the rebuild of Hungerford Community Fire Station, with Crowthorne following in its footsteps with completion due in May 2020.

Inspectors also praised the Service for the wide range of wellbeing services available,

“Our first inspection of Royal Berkshire Fire and Rescue Service revealed that it is performing to a high standard. We graded the service as 'good' in each of our three main inspection categories. The people of Berkshire can be confident that they are being well-served.”

Matt Parr, HM Inspector of Constabulary and HM Inspector of Fire & Rescue Services



including counselling and trauma support, Blue Light Champions and the Benenden service.

Thames Valley Fire Control Service was also praised for their response to 999 calls, ensuring that the nearest available fire engine is sent to an emergency, regardless of whether that means crossing a border.

Moving forward, the Service will be building on the strong foundations highlighted in the report.

At the time of writing, HMICFRS had suspended all upcoming inspection work requiring contributions from fire and rescue services, to enable the focus to be on the response to COVID-19.

	Royal Berkshire	National
	£19,840 Firefighter cost per 1000 population per year	£22,380 Firefighter cost per 1000 population per year
	0.67 Workforce per 1000 population	1 National
	2.0 Fire incidents per 1000 population local	3.0 National
	2.7 Non-fire incidents per 1000	3.1 National level
	3.9 False alarms per 1000 population	4.1 National level

2018/19 data provided from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services.



>> ENSURING A SWIFT AND EFFECTIVE RESPONSE

In the [Corporate Plan and IRMP 2019 – 2023](#), one of the Fire Authority's Strategic Commitments is to ensure a swift and effective response when called to emergencies.

Responding to emergencies

Our response times to incidents are routinely recorded and reported on a monthly basis as our 'Response Standard', which was agreed during a public consultation in 2016. To track performance against this commitment, the time taken for RBFRS firefighters to arrive at every incident is measured. This includes the time taken from answering the emergency call to the arrival time of the first fire engine. As a Service, we aim to attend within 10 minutes on at least 75% of occasions.

Overall, we have seen a strong performance across the year with the Service delivering against its Response Standard in three of the four quarters. During this year, this target was met on 75.7% of occasions, which was above the specified target of 75%. This is the first time this particular target has

been achieved, reflecting a continual improvement in this area.

Meeting this target depends on a number of factors, and during the most recent quarter, performance may have been improved due to reduced levels of traffic on roads caused by the COVID-19 pandemic. However, sustaining this performance across the year has been possible due to efforts of fire crews, staff from Thames Valley Fire Control Service and improvements put in place at a local level.

This performance has depended on the ability to maintain the availability of adequate crewing on wholetime fire stations. During this year this was maintained in three out of the four quarters, with 99.6% overall availability of wholetime frontline appliances. In the most recent quarter, 100% of availability was maintained despite extremely challenging circumstances in March due to the impact of the COVID-19 pandemic, with a number of members of operational personnel required to 'self-isolate' due to COVID-19 symptoms and/or shielding.

With many other fire and rescue services across the country experiencing increased response times in recent years, these figures reflect the Service's commitment that Berkshire residents receive a swift response no matter where they live in the County.





75.7%

of occasions we responded within 10 minutes



90 seconds

wholetime firefighters are expected to mobilise within



61%

increase in number of safeguarding referrals compared to 2018/19

Grandson thanks firefighters for coming to the rescue

To illustrate that RBFRS responds as quickly as possible and with appropriate resources, below are details of an incident that our teams responded to in December 2019.

The grandson of a man who was rescued by firefighters during a house fire has thanked the people who came to his aid.

In December 2019, our teams were called to a house fire in Wokingham at around 9pm. They quickly arrived to discover a fire on the first floor of the property. They worked quickly to extinguish the fire and rescued a gentleman from the property, who was living there with his wife.

The grandson of the residents rescued, thanked the emergency services who came to his grandparents' rescue on behalf of his family.

“My Nan called for the fire service – and if they didn't arrive when they did to get them out, I'm not sure if my grandparents and their neighbours would have made it.”

The family are hugely grateful for the firefighters who came to the rescue and a police officer who blue-lighted his grandfather to hospital.

He said: “The firefighters and the police were amazing from start to finish. They weren't just putting out the fire, they were also helping my family and reassuring people in the street as well.”

WOKINGHAM



>> PROVIDING AN EFFECTIVE AND EFFICIENT SERVICE

When the Fire Authority set out its Vision in the Corporate Plan and Integrated Risk Management Plan 2019 - 23, it stressed the need to ensure our Service is effective and efficient for the people it serves. Below is a case study on a project which aimed to improve outcomes for Berkshire's communities.

The Remotely Managed Stations and Flexi Duty Officer Project

From the start of May 2019, major changes were introduced to the way that frontline service delivery was structured in Royal Berkshire. The Remotely Managed Stations (RMS) and Flexi Duty Officer Project's (FDO) principal aim was to create a more resilient and highly skilled operating model for Royal Berkshire Fire and Rescue Service, whilst achieving required cost savings.

In 2016, in the midst of an uncertain financial climate and in order to bridge a reduction in Government funding, Royal Berkshire Fire Authority directed RBFRS to make £2.4m of savings. £1m of those savings was found from a restructure

of all departments within the Service, and £1.4million was to come from a re-design of our service provision.

The options for that redesign were presented to staff and the public during a consultation, with the Remotely Managed Stations and Flexi Duty Officer Project selected as a preferred option.

The objectives of the project were to:

- Transfer additional resources and investment into our front line station delivery model.
- Achieve a resilient and highly skilled operational command model.
- Secure an efficient and effective middle management tier.
- Provide increased resilience of the organisation across the middle manager tier.
- Achieve the already agreed IRMP savings necessary to balance the budget.
- Provide greater flexibility for promotion, overcoming some existing barriers.

The project was co-designed alongside the Fire Brigades Union (FBU), with a FBU representative seconded to the RMS/ FDO project team. This helped to ensure that the Organisation and Union were working together to produce the best outcome for all.





Changes at the station level during the first phase led to the creation of the position of Watch Based Station Managers (WBSM) on fire stations, meaning that existing Watch Managers could be upskilled to Level 2 incident command. This means they can now attend and lead the response in the event of a more complex incident. This upskilling led to greater opportunities for learning and development for staff, alongside more opportunities for promotion.

James Hunt, WBSM, said: “Moving up to the new level of incident command through the initial course held at the Fire Service College at Morton-in-Marsh was definitely a challenge, but I feel it has definitely given me a better understanding of incident command regardless of the level.

“The additional knowledge from the training I feel helps ensure a smooth transition between the two levels of incident command at a developing incident. When acting in the Level 2 capacity, I find having the same competencies as a firefighter is a valuable tool in informing my decisions on the best course of action.”

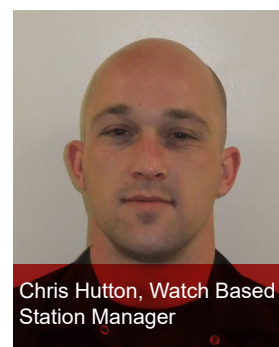
By ensuring the Service had highly skilled incident command in place on each watch,

this enabled a reduction in the number of FDOs who were previously providing that skill during phase two of the project, which began in July and concluded in October 2019. FDOs could be redeployed to other areas of the organisation and there were no redundancies.

Through this process, resource was freed up for essential investment to create other roles which would allow the Service to recruit highly skilled experts to specialist posts. For example, RBFRS now has a Prevention Manager with a background in Social Care, which brings an understanding of local community risk to the role.

The management of fire stations was paired together during the first phase, making a projected £550,000 of savings and streamlining the local delivery of services. Chris Hutton, WBSM, said: “Like the majority of WBSMs, I am responsible for two stations. When I arrived in post, I felt that one of the most important things was to get cohesion of the two watches together to make it feel like one team.

“Being a WBSM gives me the challenge of leadership and management at station level - combined with the responsibility and challenge of attending incidents alongside the rest of the crew. I feel like I get the best of both worlds.”





>> PROMOTING COMMUNITY SAFETY

The first Strategic Commitment outlined in the Fire Authority's Corporate Plan and IRMP 2019 – 2023, is that RBFRS will provide education and advice on how to prevent fires and other emergencies. Here is some information about the delivery of Safe and Well Visits and safety campaigns during the last year.

Safe and Well Visits

In 2019-20, we have continued to offer Safe and Well Visits, which are home visits to those most vulnerable within our communities.

By working with other agencies such as care providers, health practitioners, carers and other agencies who already visit people in their own homes, we can help people to live safer and more independent lives. We do this through a referral pathway, which allows our partners to request a Safe and Well Visit.

As a Service, we delivered 10,016 Safe and Well Visits to residents of Royal Berkshire in 2019/20. By delivering Safe and Well Visits, our teams aim to help keep our residents as safe as possible from fire and other risks. Much of the work of our teams is with vulnerable individuals and, therefore, we are unable to share identifiable information. However, the following story shares some anonymised details of a local resident, in which our teams worked together with partners to ensure her safety.

One of our Safe and Well Technicians received a referral for a local woman who had previously been in contact with several of our partner agencies. She had been experiencing mental health issues for a

number of years, including hoarding.

Our teams gathered all the information required together, in addition to making fire crews and our fire safety protection team aware of the potential environmental risks.

As a result of joint working and sharing appropriate information between partner agencies, the information was brought together and it was agreed, in discussion with the resident, that she would move to supportive accommodation and a plan was put in place for this to happen. This greatly increased this lady's safety, wellbeing and reduces the fire risk. This was also the resident's long-term wish. She had been trying to find alternative accommodation for some time, so was grateful when our teams, alongside partners, were able to support her to achieve this.

The resident was then moved to her new accommodation and her overall fire safety significantly reduced, as well as the move contributing to her wellbeing.

Other preventative activities

We also offer an Adults at Risk Programme, where free training is offered to professionals across Berkshire to support them in working with us to protect people from fire in the home, and we present at a wide variety of events and conferences, in addition to school visits.



Our Corporate Plan and IRMP sets out a commitment to providing Road and Water Safety to our communities. Throughout the past year, we have developed new ways of engaging with our residents, through national water safety campaigns, new road safety workshops, and an increased social media focus on Prevention.

Throughout the past year, we have worked hard to target our road safety education to those who need it most. Through analysis of data we have collected over the past five years, we found that motorcyclists, though not as common as car users, are much more likely to die in an accident.

We joined forces with Buckinghamshire Fire and Rescue Service and Oxfordshire County Council Fire and Rescue Service to set up the Thames Valley chapter of Biker Down workshops to members of the public.

Aimed at bikers, the free three-hour workshop covers aspects of motorbike safety. These include first aid specifically tailored towards motorcyclists, scene management for those who might come across an incident, and the reasons why a motorcyclist might not be seen by someone in a car and how to overcome them.

So far, we have hosted five workshops within Berkshire, with two taking place at Wokingham, two at Whitley Wood and one at Newbury, providing vital motorcycle safety education to 63 members of the public.

As part of the #ItsNotWorthTheRisk national campaign, which focuses on



The #ItsNotWorthTheRisk campaign launch at Wokingham Road Fire Station

the dangers of drinking and driving at Christmas time, crews at Wokingham Road Fire Station once again created an impressive visual display to encourage people to think carefully before getting behind of the wheel if they had been or were planning on drinking.

Collectively, over Twitter and Facebook the post was seen by 26,400 people, in addition to those who saw it in person outside Wokingham Road Fire Station.

We have also focused on water safety, providing safety messaging during school visits, at events and over social media in support of the NFCC #BeWaterAware campaign, which seeks to provide water safety advice, as well as supporting Drowning Prevention Week, which is run by the Royal Life Saving Society.

Our commitment to promoting safety messaging remains a priority, and we will continue to work toward the reduction of road and water accidents in the coming year.



>> FOCUS ON FIRE SAFETY

One of the Fire Authority's Strategic Commitments in the Fire Authority's Corporate Plan and IRMP 2019 – 2023 is to ensure we provide advice, consultation and enforcement in relation to fire safety standards in buildings. Here is a summary of steps we have taken in the last year in this area.

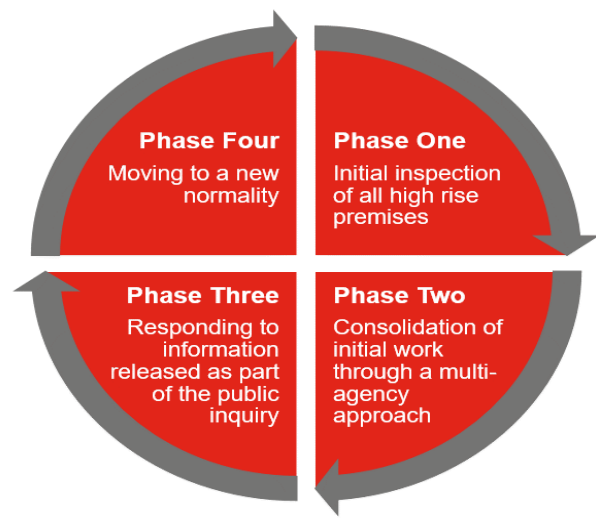
Fire safety in the built environment

Following the Grenfell Tower fire on 14 June 2017, the public Inquiry Phase 1 report was formally published on the [Inquiry website](#) on Wednesday, 30 October 2019.

Following the tragic event, we proactively put in place a four phased plan, which enabled our immediate response to the tragedy, whilst also allowing us to learn from and respond to the emergent picture of risk associated with high rise buildings and Aluminium Composite Material (ACM) cladding. At the core of everything we do is ensuring the safety of our residents and buildings across Berkshire.

In previous Annual Reports, we have detailed the work that took place in Phase 1, which led to the inspection of 157 high rise buildings in Berkshire. This work involved contact with over 4,700 residents where information and guidance was provided regarding how to avoid a fire and what to do should one start. It also ensured that our response teams visited all the ACM clad buildings to update our site-specific risk assessments and tactical plans.

In Phase 2, we worked with building owners, Local Authorities and residents



to ensure compliance with Ministry of Housing, Communities and Local Government (MHCLG) guidance and interim measures. Our fire safety teams continue to work with the Building Owners and Responsible Persons, alongside our partners in Local Authority Housing Teams and Building Control Bodies through the transition phase of removing the cladding.

Currently, we are in Phase 3, where we are learning from the Inquiry and working hard to ensure that we have in place the most up to date, policy, practice and procedures to reduce risks associated with ACM cladding and high rise buildings.

When we set out our four-phase plan, we believed that the Grenfell Tower tragedy would be a defining point in UK building fire safety. As the information, learning



and proposed changes to regulation and guidance emerge, we are fully committed to making sure we are prepared for the way in which we support our residents living in high rise buildings. We are committed to learning every lesson possible from the findings of the Inquiry and our thoughts remain firmly focused on the victims, families and communities devastated by the Grenfell fire.

Fire safety activities

The operating environment for Protection activities has been challenging in 2019/20, with increased inspection activities as a result of the Grenfell tragedy.

However, since April 2019, a total of 1,394 Fire Safety Audits have been completed, enforcement activity has continued and steps have been taken to help the Service develop the technical skills and knowledge needed for the years ahead.

Whilst we will always work with business owners to support, promote and ensure fire safety standards in premises, if we find that anyone is being put at risk by inadequate fire safety standards, we will use our enforcement powers and prosecute.

A total of 34 Enforcement Notices have been issued during the past year, under the Regulatory Reform (Fire Safety) Order 2005. These are notices served against business premises to require them to meet adequate fire safety standards.

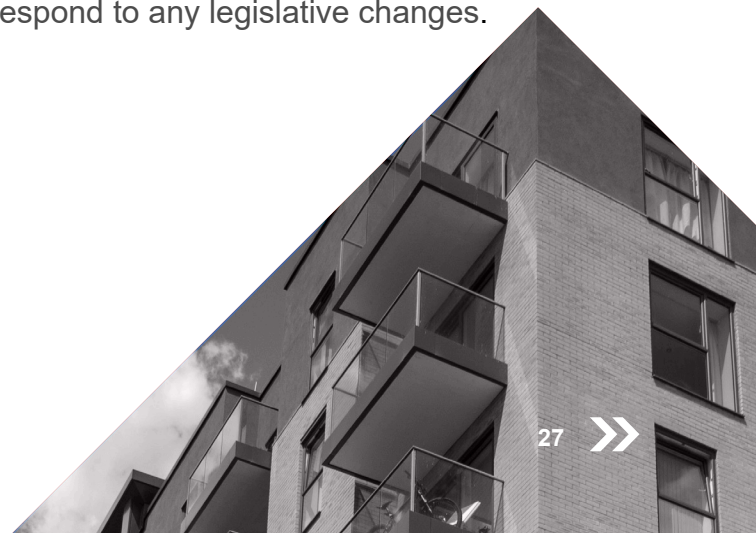
Since last September, Royal Berkshire Fire Authority (RBFA) has successfully

brought two prosecutions under the Fire Safety Order.

On 8 November, Mr Sharhan Safie of Paya Restaurant, London Street in Reading, pleaded guilty to nine charges all relating to breaches of the Fire Safety Order at Reading Magistrates Court. This case has now been sent to the Crown Court for sentencing.

The second prosecution was on 2 December. It was brought by Royal Berkshire Fire Authority against Mr Abid, who was a Franchisee of Papa John's, Hambridge Road in Newbury at the time of the offence. Mr Abid failed to comply with the Prohibition Notice, causing significant fire safety concerns. He was found guilty and fined a total of £13,785 with RBFA awarded full prosecution costs.

With the creation of the Investigation and Enforcement Hub in late 2019, the Service has a dedicated function to support our enforcement activity, the Primary Authority Scheme partnerships and also the development of Fire Engineering expertise. Combining the developing structure with the refinement of the Risk Based Inspection Programme should provide the foundation to not only deliver on 2020/21 Corporate Measures, but also enable the Service to respond to any legislative changes.





>> DEVELOPING AND VALUING OUR PEOPLE

The purpose of our [People Strategy](#) is to support our staff to become the best public servants they can be, creating a workforce that can deliver an efficient and effective service on behalf of the Fire Authority, to manage all foreseeable fire and rescue related risks that could affect the people of Berkshire.



Throughout the past year, our staff have shown dedication and commitment, often going above and beyond in their service to our communities. Our People Strategy sets out a commitment to help our staff be the best public servants they can be, and part of this is recognising their efforts for the benefit of our communities.

Awards Ceremony

To recognise the achievements of our staff, the Service held its annual Awards Ceremony in September 2019, this year taking place at the Hilton in Reading, inviting over 300 staff, partner organisations and guests to celebrate the work that has taken place in the past year.

The Awards Ceremony comprised 11 categories, including Employee of the Year, Fire Station of the Year and Support Department of the Year, and staff across the Organisation were encouraged to nominate their colleagues.

In addition to these awards, we were honoured to be able to recognise those who were involved in two significant incidents – a minibus crash with students and staff from Prior’s Court School and firefighters who saved a colleagues life whilst on duty. Those involved from Prior’s Court, Thames Valley Police, South Central Ambulance Service and Oxfordshire County Council Fire and Rescue Service presented and received awards on the evening.

On-Call Firefighter Graduation Ceremony

The Service also recognised our on-call firefighters who graduated in the last three years in an ‘On-Call Graduation Ceremony’. Held at Easthampstead Park, this was the first graduation ceremony of its kind for our on-call firefighters.

The graduates were able to reflect upon some of their achievements since joining



the Service, both through their incident response and their work in the wider community. Each graduate was then presented with their certificate by the Chief Fire Officer, Trevor Ferguson. We were delighted to have the then High Sherriff, Ms Lucy Zeal, and the MP for Bracknell, Mr James Sunderland, to speak at the Ceremony.

In each year group, one graduate was awarded with a special recognition prize: Richard Ball from Crowthorne won the award for 2017, Chantelle Russell from Mortimer won the award for 2018 and Charlie Wood from Hungerford won the award for 2019.

We are committed to continuing to recognise the excellent work that our staff do, and will continue to promote this throughout the coming year.

Thank you to all our sponsors who enable these events to take place to recognise our staff.

Development Assessment Pathways

In the past year, we have made huge progress in changing and improving the way we support and develop staff. This

has been achieved in the design and implementation of our Development and Assessment Pathways (DAPs). These pathways have been specifically designed to deliver against our People Strategy commitment to develop our staff.

The pathways were created with some key aims in mind. The first of these was to improve the knowledge and skills of staff through a clear, flexible, and rigorous pathway, which would drive a performance culture, with a focus on improved work performance and behaviours. As well as this, the pathways support culture change, maximising the use of available technology and facilitating relationships between and across teams and departments, embedding our one team collaborative approach.

Lorraine Sullivan, Resourcing and Development Manager, said: “As a team we are passionate about supporting staff to develop the knowledge, understanding and skills to feel confident and to perform well in their roles. The pathways have been positively received and we will continue to listen to staff in considering further improvements.”



>> DEVELOPING AND VALUING OUR PEOPLE

“The robust and rounded nature of the pathways ensures that we have staff who have the knowledge, understanding and skills to do well in their job, fostering a public service ethos, promoting collaboration and driving forward organisational improvement and change.”

Andy Stockwell, Station Manager

2019-20 has seen the design and implementation of pathways for a number of operational roles. The design of pathways for all roles within Thames Valley Fire Control Service has also been completed. These will be implemented in the coming year, and the Resourcing and Development team will also be starting work on the design of pathways for staff across the Service in professional and technical roles.

Andy Stockwell, Station Manager, said: “I feel the Station Manager Development and Assessment Pathway has helped support my transition into a Station Manager role and has given me the knowledge, understanding and the skills to be able to perform at this level.

“The robust and well-rounded nature of the pathways ensures that we have staff who have the knowledge, understanding and skills to do well in their job, fostering a public service ethos, promoting collaboration and driving forward organisational improvement and change.”

They also encourage the continued personal development of our staff, making sure that they are the best public servants they can be.





>> MODERNISING OUR SERVICE



Investing in our fleet

Within the past year, the Fire Authority has continued to invest in our fleet (fire engines and special appliances), ensuring that we have up-to-date equipment and technology that will ensure that we provide an effective service to the people of Royal Berkshire.

This year saw the arrival of new fire engines at four of our fire stations – Dee Road, Wokingham, Whitley Wood and Windsor. These are part of a project set out within our Strategic Asset Investment Framework and have been brought in following a joint procurement project between RBFRS, Buckinghamshire & Milton Keynes and Oxfordshire County Council Fire and Rescue Service. This year, two events were held in the town centres of Windsor and Wokingham, encouraging members of the public to come and learn more about the fire engines and the Service.

These form part of the Thames Valley Operational Alignment commitment

that we share with Oxfordshire Fire and Rescue Service and Buckinghamshire Fire and Rescue Service, which seeks to promote collaboration by achieving cross-border mobilisation, training and equipment alignment.

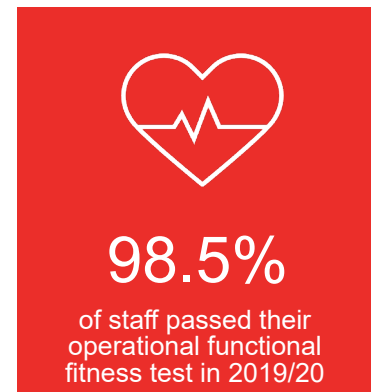
The Fire Authority has also agreed the purchase of a new 45m Aerial Ladder Platform (ALP) as part of this programme, working with Oxfordshire County Council Fire and Rescue Service – who have also purchased a new ALP - to ensure that joint savings are made and improve the alignment between services. The new ALP will allow crews to reach 13m higher.

Councillor Angus Ross, Lead Member for Strategic Assets, said: “We are incredibly proud of the progress we have made with our Strategic Assets this year. Not only have we seen four new fire engines enter the Service, we have also worked collaboratively with Services across the Thames Valley to ensure that we are operationally aligned, improving the service that we provide to residents of Royal Berkshire.”



>> PROMOTING A HEALTHIER WORKFORCE

In our [People Strategy](#), we set out our objective to support both the physical and mental health and wellbeing of our staff. The Service continues to undertake a number of activities aimed at preventing sickness absence and assisting individuals to return to the workplace as quickly as possible. These are outlined in the Health, Safety and Wellbeing Action Plan and Mental Health Action Plan.



Promoting mental health

The percentage of working time lost to sickness during 2019-20 was 4.5%, which is an increase on 2018-19 where the figure stood at 4.1%.

However, some of that increase can be attributed to ongoing efforts to promote better mental health in the workplace, which means our staff are more comfortable reporting mental health related sickness/ absence.

Within the Service, we have around 50 blue light champions, who are volunteers dedicated to raising awareness in the workplace and helping to connect those who experience mental health difficulties with sources of support. During the last year, a further 17 staff have been trained as Mental Health First Aiders, who are trained to spot signs and symptoms of

mental ill health and provide help to colleagues on a first aid basis, specially trained to provide urgent support to those in need. There are now 29 Mental Health First Aiders across the Organisation.

In addition, six new trauma support volunteers were trained during September 2019, which has improved the Service's capacity to provide additional support to staff following a traumatic incident. These volunteers offer a valuable service which is routinely offered to staff when it is felt appropriate to do so. Welfare checks are also conducted on the volunteers themselves after any sessions.

As well as trying to encourage staff to have more conversations about mental health, during the last year, the Service has also made efforts to encourage workplace conversations about the



menopause to help staff receive the support they need. Menopause awareness sessions with workplace specialists were offered to staff during October 2019, with many taking part.

To encourage staff to make positive lifestyle choices, other ongoing health promotion activities took place throughout the year, including smoking, alcohol, skin cancer, bowel cancer, stress and blood pressure.

Maintaining fitness levels

The fitness of our workforce directly relates to the service delivered to the people of Royal Berkshire. Throughout 2019-20 a high level of fitness was maintained amongst our staff.

Of the eligible operational staff, 98.5% passed their fitness test in 2019-20, with 100% of eligible staff completing the cardiovascular fitness test.

In order to ensure that operational staff pass their fitness test, a number of measures are in place, including:

- Allocated time for crews to do fitness training;
- Fitness equipment on stations;
- Staff trained as Physical Education Supervisors to support their watch colleagues; and

A trained Movement Specialist who supports all staff across the Service.

If operational staff do fail their fitness test then they are supported by our Fitness and Health Advisor who provides them with tailored, individual support.

During the last year, the programme of investment that began in 2018-19 has continued with existing gym equipment on fire stations upgraded. This investment in equipment will help staff to maintain fitness levels and reduce the maintenance costs for older equipment.

A particular focus this year has been on the health and wellbeing provisions for on-call staff. Two new senior Physical Education Supervisors have been appointed specifically for on-call staff to help them engage with our health and wellbeing support, while they maintain their other commitments outside the Service.

Our staff also have access to Benenden, a discretionary healthcare service. At the end of the third full year of the service being available, 455 members of staff were in the Benenden scheme and 88 cases were supported. Benenden provides quicker access to diagnosis or treatment for the employee than is available on the NHS and a potential reduction in sickness absence and associated costs for the Service.

In addition the welfare services available, a total of 28 members of staff joined the Cycle to Work scheme, which was available twice during 2019-20.





>> WORKING IN COLLABORATION

In our [Strategic Asset Investment Framework](#), the Fire Authority has set out how we will maintain and renew our vital capital assets. The efficiency of these assets has been highlighted as having a significant impact on our revenue budget. Our collaboration work in sharing of facilities, running joint procurement arrangements and the joint Thames Valley Fire Control Service is important in enabling us to provide the best possible service to the people of Royal Berkshire.



Crowthorne Community Fire Station

The re-build of Crowthorne Community Fire Station is due to complete in May 2020, enabling firefighters to serve their local community from the new and modern community fire station.

The facility will become Royal Berkshire's second tri-service community fire station and will offer a shared location for Royal Berkshire Fire and Rescue Service, Thames Valley Police (TVP) and South Central Ambulance Service (SCAS).

Wellington College has been providing a temporary location for the local firefighters to respond from while works are completed, which has enabled them to continue their vital work.

Towards the end of March, the COVID-19 outbreak posed challenges for the team completing the rebuild, with



strict construction industry guidelines introduced. Despite these challenges, the main contractor, Knights Brown Construction Ltd, together with their sub-contractors and local providers, have been working tirelessly to safely complete the project. Firefighters are planned to move into the new fire station on 1 and 2 May.

When the rebuild is completed, Crowthorne's on-call firefighters will benefit from a number of improved facilities for training and welfare, as well as an improved fire station layout. Various energy efficient features will also have been installed, such as roof mounted solar panels and plans for electric vehicle charging points, which will reduce the environmental footprint in the community.

Although the new Community Fire Station is not able to open for the community due to COVID-19 restrictive measures, the



Fire Authority hope that local residents will be pleased that the work is continuing to ensure it is completed on time and that firefighters have access to this improved facility to continue to serve the people of Royal Berkshire.

This delivers on our ongoing commitment to place fire stations at the heart of the communities they serve.

Plans for Theale Community Fire Station get green light

A new fire station is being built in Theale, after plans for a new full time station were approved by Members of the Royal Berkshire Fire Authority.

Once completed, Theale will become a tri-service community fire station, offering a shared location for Royal Berkshire Fire and Rescue Service, Thames Valley Police and South Central Ambulance Service.

The new site, which has been purchased from Network Rail, was identified during a search to optimise the locations of RBFRS' fire stations with the aim of improving our response. Emergency vehicles will be closer to the local communities of Calcot, Thatcham and Theale, as well as

benefitting from improved access to the wider County via the M4 and A4 corridors.

RBFRS firefighters and TVP's Neighbourhood Policing Team will be based on site, together with paramedics from SCAS who will be able to use the station's facilities when on standby.

A community room will also be included in the build, providing a flexible, fully accessible meeting space for local residents and community groups to use.

Councillor Angus Ross, Lead Member for Strategic Assets on Royal Berkshire Fire Authority, said: "This is just one example of the Fire Authority and RBFRS delivering on their commitment to put fire stations at the heart of our communities.

"Careful planning has ensured the plans will provide state of the art modern operational facilities for the blue light services as well as a community hub."

Remediation work to prepare for the construction got underway during March, with additional safety measures introduced to ensure that work could continue during the COVID-19 pandemic.





>> BUILDING A MORE INCLUSIVE SERVICE

Equality, Diversity and Inclusion

Our Service is committed to supporting and making a positive difference to the communities we serve. Equality and diversity is about understanding differences and ensuring that the right people receive the right services.

RBFRS has an Equality, Diversity and Inclusion (EDI) Forum, which aims to develop an inclusive culture by raising general awareness of diversity matters, as well as through reviewing and planning work in line with the Service EDI and positive action plans. The group has also set objectives to focus on the broad areas of inclusiveness, leadership, knowing our communities and culture. The [EDI Objectives](#) are also available on our website.



#OneTeamForBerkshire

During June 2019, we launched a new recruitment campaign, #OneTeamForBerkshire, which aims to give prospective applicants real insight into what it takes to work for a modern fire and rescue service.

This campaign is part of the ongoing journey set out in our People Strategy to develop a diverse and inclusive 'one team' culture. Members of our team told their stories about what it's like to work in our Service to demonstrate how each role contributes to our communities, our



Service and our staff's wellbeing and development.

The direction of the campaign was shaped by research received through surveys and focus groups conducted with representatives from across the Service and in the wider community, particularly in under-represented groups. It showed that people wanted to see the campaign feature real people and teams, whilst demonstrating the diversity of the roles the Service offers.

Wholetime and on-call firefighter recruitment

Wholetime firefighter recruitment opened on Monday, 15 July, providing a perfect opportunity for us to put this approach into practice and give candidates a greater understanding of the benefits of the role.

In advance of the advertisement of wholetime firefighter positions and to support on-call firefighter recruitment, a series of recruitment sessions were organised and focused for women that might be considering a career within the fire and rescue service.

The sessions offered an overview of the recruitment process and an opportunity



to try physical tests similar to those they would need to perform during recruitment and training and speak to our current serving female firefighters.

A total of 37 candidates attended the events, with three becoming on-call firefighters and 18 in total applying for the wholetime positions.

Overall, during 2019-20, we increased the percentage of our firefighting staff filled by women from 5.1% to 6.3%. This has been achieved through successful, targeted recruitment campaigns.

The #OneTeamForBerkshire campaign has since continued to promote on-call firefighter positions, as well as vacancies in professional services teams across the Service.

Change100 Internship Programme

This year, we welcomed a further five interns from the Change100 programme to the Service.

The Change100 programme is run by Leonard Cheshire Disability and gives talented students and graduates with a disability or long-term health conditions a 100-day placement with employers across the country. Alongside this work



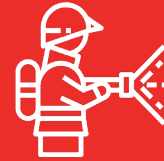
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Interns joined us through the Change 100 Programme in 2019-20



Over 500

Wholetime firefighter applications received in July 2019



37

Women attended recruitment events in 2019

placement, the interns also receive support from a mentor within the Service.

This mentor programme runs throughout the programme and extends beyond it, offering advice and support to the students and graduates at the start of their careers.

Our collaboration with the programme is one of our commitments in our People Strategy each year, enabling our Service to increase the diversity of our workforce to better represent and therefore serve our local communities.

This year, two interns were placed in Communication and Engagement, one in Finance, one in Resourcing and Development and one in the Business Support teams.

The interns are given the opportunity to get involved with projects across the Service, ensuring that they gain as much work experience as they can, making a real difference to the teams they are placed in.

The work we have done with the programme was also recognised nationally at the Asian Fire Service Awards, with Tony Vincent,

co-ordinator of the programme for RBFERS, and Chris Surr, Employer Relationship Manager at Leonard Cheshire, given the award for Champion of Equality, Diversity and Inclusion.

We look forward to continuing to expand our relationship with the programme, taking on more interns to ensure that we are accessing high-quality talent, helping us to serve our local communities more effectively.

“ I’ve come away from my summer internship with more confidence and a clearer idea of what I would like to do once I’ve graduated. ”

Ben, Intern in the Business Support Team during 2019



>> CORPORATE MEASURES

Here is a summary of our Corporate Measures and how we have performed this year.

In addition, we publish our [Response Standard and key performance measures](#) on our website every month.

Measure	2019-2020 Target	2019-2020 Actual
Number of fire deaths in accidental dwelling fires	0	3
Number of fire casualties in accidental dwelling fires	20 max	15
Percentage of safeguarding referrals made to local authorities within 24 hours	100%	99.5%
The number of deliberate primary fires		165
The number of deliberate secondary fires		268
Prevention		
Number of Safe and Well Visits (S&W's) delivered to those who are at heightened risk of dying in the event of an accidental dwelling fire	7,000	7,509
Number of S&W's delivered to those who are at heightened risk of having an accidental dwelling fire and being injured as a result	2500	2,507
Percentage of home safety referrals, where there has been a threat or incidence of arson, completed within 48 hours	100%	87.5%
Percentage of priority home safety referrals, where there is a significant heightened risk of an individual having a fire in their property, completed within 48 hours	Monitor	58.5%
Protection		
Total Number of full Fire Safety Audits carried out	1658	1,394
Percentage of audits where the results were satisfactory	50% max	63.0%
The number of formal and informal fire safety activities	Monitor	523
Success rate when cases go to court	4:1	2:0
Percentage of statutory fire safety consultations completed within the required timeframes	95%	90.4%

>> **CORPORATE MEASURES**

Measure	2019-2020 Target	2019-2020 Actual
Response		
Percentage of occasions where the first fire engine arrives at an emergency incident within 10 minutes from time the emergency call was answered	75%	75.7%
Percentage of full shifts where there is adequate crewing on all 'wholetime' frontline fire engines	100%	99.6%
Percentage of hours where there is adequate crewing on all retained frontline pumping appliances (based on 24/7 crewing)	60% overall	32.9%
Customer Feedback		
Percentage of domestic respondents satisfied with the overall service	100%	100%
Percentage of commercial respondents satisfied with the overall service	95%	100%
Percentage of respondents satisfied with the services with regards to Fire Safety Audits	90%	98.4%
Percentage of domestic respondents satisfied with the service regards their safe and well visit	100%	99.3%
Human Resources and Learning and Development		
Percentage of working time lost to sickness, across all staff groups	3%	4.5%
Percentage of eligible operational staff successfully completing fitness test	100%	98.5%
Percentage of eligible staff with Personal Development Appraisals	100%	92.0%
Percentage of eligible operational staff in qualification	100%	99.1%
Percentage of Protection Staff in qualification	100%	62%



Measure	2019-2020 Target	2019-2020 Actual
Health and Safety		
All injury accidents including RIDDOR**	Reduction from 2018/19 (7)	2
Finance and Procurement		
Percentage of spend subject to competition	85%	94.7%
Compliant spend as a % of overall spend.	100%	100%
Information Rights		
Number of Information Commissioner assessments finding that the Service has breached Information Rights Legislation (Freedom of Information Act and Environmental Information Regulations).	0	1
Number of Information Commissioner assessments finding that the Service has breached Data Protection Legislation (Data Protection Act and forthcoming legislation)	0	0

**RIDDOR is the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013. Under RIDDOR we have a duty to report certain events, those events being accidents that led to a person being unfit for their normal work for more than 7 days, or 'specified injuries' which are more serious types of injuries. These include injuries such as broken bones, crush injuries and amputations.

Royal Berkshire Fire and Rescue Service
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