

ANNUAL PLAN

2018 - 2019





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» INTRODUCTION

Royal Berkshire Fire and Rescue Service (RBFRS) provides prevention, protection and response services across the County of Berkshire. There are 12 wholetime and eight on-call fire stations from Langley in the East to Lambourn in the West. They serve a diverse population of 863,000, 24 hours a day, 365 days a year.

Our highly-trained fire crews respond to 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.

The role of RBFRS within local communities is evolving. As well as responding to incidents, RBFRS provides a wide range of services including safety and protection advice to our residents and businesses. We work alongside teams in the six unitary authorities of Berkshire, as well as, Thames Valley Police, South Central Ambulance Service (SCAS), Public Health, and other public service providers in Berkshire. In doing so, RBFRS is helping to reduce community risk and contribute to the overall safety of the communities we serve, whilst still providing a value-for-money service to the local taxpayer.

In 2015, Royal Berkshire Fire Authority published the [Corporate Plan and IRMP 2015-2019](#) (which included Vision 2019), demonstrating how, over the next four years, RBFRS will need to make changes to the way it is set up and how it delivers its services, in order to achieve the Fire Authority's six Strategic Commitments.

The Strategic Objectives for 2018/19 (which include the six Strategic Commitments), have been updated to include specific areas of focus for the year ahead in support of Vision 2019, and to ensure RBFRS utilises and maximises its available resources to deliver a quality service to the people of Royal Berkshire.





» STRATEGIC OBJECTIVES 2018 - 2019

In order to achieve the Commitments we have made to the people of Royal Berkshire, we have set the following 10 Strategic Objectives for 2018/19, and highlighted areas of focus in achieving these Objectives:

1. We will educate people on how to prevent fires and other emergencies, and what to do when they happen.

- Deliver an effective fire, road and water safety education programme to schools.
- Develop and implement RBFRS Volunteer Strategy.

2. We will ensure a swift and effective response when called to emergencies.

- Conclude the Retained Duty System 'on-call' firefighters review.
- Conclude the review of Flexible Duty Officers operational cover arrangements.
- Review the Aerial Ladder Appliance requirement and procure an appropriate solution.
- Deliver the project to implement Remotely Managed Stations.

3. We will ensure appropriate fire safety standards in buildings.

- Promote and influence the fitting of appropriate sprinkler systems in:
 - Residential properties.
 - Commercial properties.
 - Schools.
 - Care homes.
 - Local Authority Buildings.
- Embed the risk-based inspection programme for fire safety audits, ensuring resources are focused where fire risk is greatest and there is evidence of continued non-compliance.
- Work with our unitary authority partners, promote public confidence and provide reassurance by ensuring that building owners comply with Government guidance.

4. We will seek opportunities to contribute to a broader safety, health and wellbeing agenda.

- Deliver prevention initiatives for young people on a cost recovery basis.
- Implement and deliver Safe and Well visits for the most vulnerable in Berkshire.

5. We will ensure that Royal Berkshire Fire and Rescue Service provides good value for money.



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- Deliver the 2018/19 requirements of the Strategic Asset Investment Framework.
 - Deliver the required savings of the RBFA Efficiency Plan and develop proposals to meet new and emerging financial pressures.

6. We will work with Central Government to ensure a fair deal for Royal Berkshire.

- Continue to influence and encourage greater flexibility in the setting of Council Tax locally to ensure our service delivery effectively meets local risk.
- Proactively engage and respond to relevant consultations and opportunities to shape fire and rescue services in England.

7. We will value and invest in our staff to enable them to be the highly capable, resilient and community focused public servants the residents of Berkshire expect.

- Launch and deliver the 2018/19 requirements of the RBFRS People Strategy.
- Deliver a programme of training for 2018/19 new wholetime recruits.
- Deliver the 2018/19 requirements of the Health, Safety and Wellbeing Action Plan.

8. We will manage RBFRS in accordance with appropriate legal requirements, financial standards and associated guidance.

- Work in accordance with the revised National Framework.
- Ensure RBFRS is suitably prepared to meet the requirements of the General Data Protection Regulation (GDPR).

9. We will be accountable, inclusive and transparent in the delivery and performance of our services for the people we serve.

- Proactively engage in the inspection programme for fire and rescue services in England and seek opportunities from the process to continually improve in the delivery of our services for the people of Berkshire.
- Deliver the 2018/19 requirements of the RBFRS Equality, Diversity and Inclusivity Objectives and Action Plan.
- RBFRS will continue to support Thames Valley Fire Control Service, which is a collaborative fire control service for the residents of Berkshire, Oxfordshire and Buckinghamshire.

10. We will explore and maximise collaboration opportunities to ensure we deliver effective and efficient services to the people we serve.

- Continue to explore opportunities to collaborate in the use of our property and estates.
- Pursue opportunities to collaborate on our procurement of goods and services.
- Develop a project to improve the way we deliver our fire safety enforcement and advisory function across the Thames Valley area.



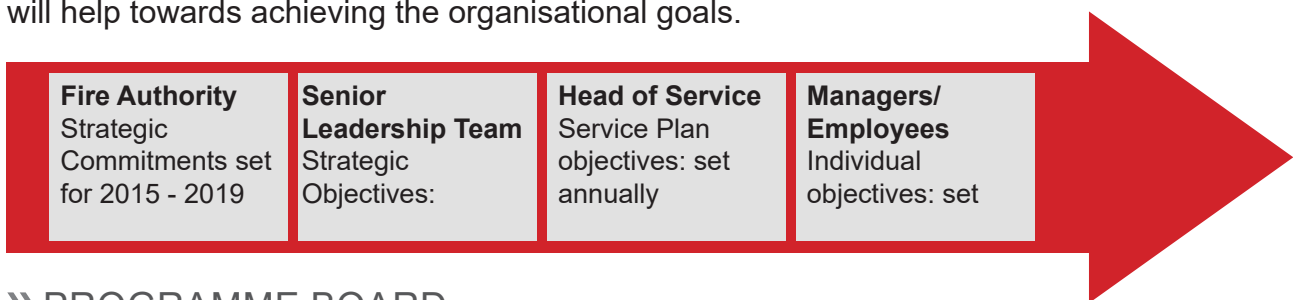
- Develop a project to align our operational policies, procedures and practices across the three Thames Valley Fire and Rescue Services over the next five years.

» DELIVERY OF THE STRATEGIC OBJECTIVES

Our Strategic Objectives will be delivered through Service Plans. Projects will also be overseen by the Programme Board.

» SERVICE PLANS

Heads of Service produce an annual Service Plan to assist in the management of day-to-day business. Service Plans include both business as usual and project activity and help to predict the resource levels, both for individual activities, and for the service as a whole. The delivery of Service Plans is further supported by Local Plans and Personal Action Plans, which are agreed with every member of staff and set out how each member of staff will help towards achieving the organisational goals.



» PROGRAMME BOARD

Our strategic projects are overseen by the Programme Board. The primary focus of the Programme Board in 2018/19, will be to oversee the delivery of projects of strategic importance including, but not limited to, the Integrated Risk Management Plan and People Strategy.

» PERFORMANCE MANAGEMENT

Ongoing analysis of performance data supports decision making across the Organisation. Monthly reports are produced against the service provision performance measures and monitored by management teams. The Strategic Performance Board monitors performance in all four quadrants (as set out below) on a quarterly basis. The Strategic Performance Report is then reviewed by the Senior Leadership Team and scrutinised by the Audit and Governance Committee.



» REPORTING IS STRUCTURED INTO FOUR QUADRANTS:

Service Provision

This monitors the delivery of our statutory obligations and the services provided by RBFRS.

Corporate Health

This monitors how key resources are managed and includes measures relating to staff, finance and health and safety.

Priority Programmes

This monitors progress against the priority programmes (Integrated Risk Management Planning and People Strategy).

Risk

This groups together all data and information from across the organisation that provides an assessment of corporate risks that may impact on the delivery of our Service.





» CORPORATE MEASURES

SERVICE PROVISION

Service Provision monitors the service we provide to the public. Performance is monitored in relation to attendance at incidents, types of incidents, prevention activities and fire safety in commercial buildings. Targets for 2018/19 are:

ID	Measure*	2017/18 Target	2018/19 Target
1	Number of fire deaths in accidental dwelling fires	0	0
2	Number of fire casualties in accidental dwelling fires	29	20 max
3	% of safeguarding referrals made to local authorities within 24 hours	100%	100%
4	The number of deliberate primary fires	n/a	monitor
5	The number of deliberate secondary fires	n/a	monitor
Prevention			
6	Number of Safe and Well visits (S&Ws) delivered to those who are at heightened risk of dying in the event of an accidental dwelling fire	7000	8200
7	Number of S&Ws delivered to those who are at heightened risk of having an accidental dwelling fire and being injured as a result	2500	2500
8	% of priority category 1 home safety referrals, where there has been a threat or incidence of arson, completed within 48 hours	100% (in 72 hours)	100%
9	% of priority category 1 home safety referrals, where there is a significant heightened risk of an individual having a fire in their property, completed within 48 hours	n/a	Monitor
Protection			
10	Total Number of Full Fire Safety Audits carried out	1400	1400
11	% of audits where the results were satisfactory	50%	50% max
12	% of audits requiring informal activity	45%	45% min
13	% of audits requiring formal activity	5%	5% min
14	Success rate when cases go to court	95%	4:1
Response			
15	% of occasions where the first fire engine arrives at an emergency incident within 10 minutes from time the emergency call was answered	75%	75%

* Definitions of measures are available in Appendix A



ID	Measure*	2017/18 Target	2018/19 Target
16	% of full shifts where there is adequate crewing on all wholetime frontline pumping appliances	100%	100%
17	% of hours where there is adequate crewing on all retained frontline pumping appliances (based on 24/7 crewing)	50%	60%
Customer Feedback			
18	% of domestic respondents satisfied with the overall service	100%	100%
19	% of commercial respondents satisfied with the overall service	95%	95%
20	% of respondents satisfied with the services with regards to Fire Safety Audits	90%	90%

CORPORATE HEALTH

The Corporate Health quadrant monitors the wellbeing of the Organisation. Performance is monitored in relation to staffing levels, health and safety and finances within RBFRS, to ensure the organisation is being run safely, efficiently and is cost effective.

ID	Measure*	2017/18 Target	2018/19 Target
Human Resources and Learning & Development			
21	% of working time lost to sickness across all staff groups	3%	3%
22	% of eligible operational staff successfully completing fitness test	100%	100%
23	% of eligible staff with Personal Development Appraisals	100%	100%
24	% of eligible operational staff in qualification	100%	100%
Health and Safety			
25	All injury accidents including RIDDOR	5 RIDDOR 81 accidents	10% reduction
Finance and Procurement			
26	% of spend subject to competition	70%	85%
27	Compliant spend as a % of overall spend	100%	100%

* Definitions of measures are available in Appendix A



ID	Measure*	2017/18 Target	2018/19 Target
Freedom of Information			
28	Number of Information Commissioner assessments finding that the Service has breached Information Rights Legislation (Freedom of Information Act and Environmental Information Regulations).	New for 2018/19	0
29	Number of Information Commissioner assessments finding that the Service has breached Data Protection Legislation (Data Protection Act and forthcoming legislation)	New for 2018/19	0

* Definitions of measures are available in Appendix A



» PRIORITY PROGRAMMES - KEY DELIVERABLES

INTEGRATED RISK MANAGEMENT PLANNING

RBFA is required to publish an Integrated Risk Management Plan (IRMP). In 2018, we will be producing an IRMP for 2019-23, which will reflect the priorities and requirements of the FRS National Framework 2018. This process will involve appropriate consultation with the community, our staff, representative bodies and partners.

In 2018/19, our key IRMP deliverables will be:

Project 1: Managing risk through response initiatives (response standards, station locations and crewing arrangements).

- To develop proposals and consult with staff on the implementation of a Flexible Duty Officer model, which aligns to National Operational Guidance for incident command and that it is appropriate to meet our IRMP planning scenarios.
- Following a review and establishment of a Retained Duty System project board, work streams relating to improving recruitment, retention, availability, conditions of service and training will become embedded in business as usual within the Service.
- To continue to develop risk mapping and modelling for prevention, protection and response in RBFRS to support IRMP decision-making. Furthermore, to develop a Thames Valley model to allow for collaborative IRMP projects as directed by the Service's Senior Leadership teams.

Project 2: Managing risk through response initiatives (use of technology).

- Following review and specification identification, conduct a joint procurement of aerial appliances for RBFRS and OFRS.
- To further develop and build on the 2017-18 project outcomes, which looked at new technology, seeking opportunities for collaborative research and development and procurement.

Project 3: Managing risk through prevention initiatives.

- Following completion of the Service redesign consultation process, to continue to work with partners in identifying and targeting our prevention activities to the most vulnerable in our communities.
- To implement Safe and Well visits to tackle a range of issues affecting the most vulnerable people in Berkshire.
- To deliver road safety and water awareness education in schools and other forums with the aim of reducing road deaths and injuries in Berkshire by 20% over the next five years, and drowning incidents by 50% by 2026.



Project 4: Managing risk through protection initiatives.

- Following completion of the Service redesign consultation process, to continue to implement new, more targeted arrangements to enforce fire safety legislation and reduce fire risk in the built environment.
- To identify the major growth plans across the six unitaries of Berkshire for the next 10 years and to determine the implications for RBFRS.
- To identify, explore and exploit collaborative opportunities for RBFRS to deliver better outcomes for our communities, to make changes that result in more effective and efficient services and to increase resilience levels.





PEOPLE STRATEGY

The RBFRRS People Strategy 2018-2021 will replace the previous Organisational Development (OD) programme and seeks to provide direction for the next three years, acknowledging that an annual refresh of specific action may be required. It has been developed with consideration to current internal and external influencing factors and is underpinned by the principles of the National Fire Chiefs Council (NFCC) People Strategy. The aim of this People Strategy is to improve the service we provide to the communities of Royal Berkshire by:

- Increasing the emphasis on our responsibilities as public servants.
- Developing and valuing our people.
- Driving personal leadership.
- Attracting talent.
- Increasing diversity.
- Working in collaboration.
- Improving ways of working.

For the benefit of the communities we serve, we have identified the following six overarching objectives:

We will:

1. **Recruit, train and develop people to ensure we create a safe, professional and capable workforce, who can provide a fit for purpose service, 24/7, 365 days a year. Year 1 actions we will take to deliver this objective include:**
 - a. Reviewing our recruitment lifecycle from pre-attraction, to induction; consider target audiences, communication techniques for early engagement with communities, technology to assist the application process, criteria for selection and time from advert to induction.
 - b. Continuing to focus on increasing and improving capacity and availability of staff on the on-call duty system.
 - c. Working in collaboration to ensure the guidance, training and learning tools created by the National Operational Guidance (NOG) programme are implemented into the Service.
 - d. Implementing the recommendations of the NVQ review.
 - e. Implementing recommendations from the review of assessment of operational competence.
2. **Increase the diversity of our workforce to better represent and therefore serve our local communities. Year 1 actions we will take to deliver this objective include:**
 - a. Continuing to support the Equality, Diversity and Inclusion (EDI) forum and deliver against the objectives agreed through public consultation.
 - b. Continuing to work with community groups to identify pathways to recruitment.
 - c. Establishing relationships with local schools and colleges to attract local apprentices.



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3. Develop people and recruit talent to take personal responsibility for leadership in the organisation to ensure a public service ethos, support collaboration and effectively deliver service improvement. Year 1 actions we will take to deliver this objective include:
 - a. Developing career pathways across all staff groups across the organisation.
 - b. Developing an apprenticeship programme to develop existing staff.
 - c. Continuing to develop middle managers and align with the leadership programme from the NFCC.
 - d. Develop and implement a supervisory level leadership development programme.

 4. Develop a diverse and inclusive 'one team' culture where everyone's contribution is valued and positive behaviours are used to describe how we work together. Year 1 actions we will take to deliver this objective include:
 - a. Developing internal communication, review the Communication and Engagement Strategy.
 - b. Developing a programme of staff engagement including running regular annual staff surveys.
 - c. Creating opportunities for cross-functional working through the projects and programmes of activity.

 5. Change policies, processes and systems to ensure they enable and support the delivery of a fit for purpose, efficient and effective service to the community. Year 1 actions we will take to deliver this objective include:
 - a. Establishing a prioritised list of policies for review and developing a plan to remove or update policies with the aim that policies will be principle based and where possible sufficiently generic to cover all people, regardless of terms and conditions.
 - b. Reviewing terms and conditions to ensure they are fit for purpose for the communities we serve and fair and reasonable to RBFRS people.
 - c. Working with external suppliers initially to undertake a programme of process improvement, which will ultimately contribute to a culture of continuous improvement within teams.

 6. Continue to support both the physical and mental health and wellbeing of our people. Year 1 actions we will take to deliver this objective include:
 - a. Continuing to implement the health and wellbeing action plan.
 - b. Implementing the action plan in support of the Mental Health and Wellbeing strategy.
 - c. Ensuring that our workplaces meet health and safety requirements and the design and refurbishment of buildings wherever possible meet access, gender and religious needs, together with the ability to support flexible working arrangements.



» RISK

CORPORATE RISK REGISTER

Achievement of the objectives set by RBFRS is influenced by a number of internal and external factors, which in turn create a level of uncertainty and risk. RBFRS has developed a comprehensive risk management policy, along with a framework, for monitoring and managing risks and uncertainties to ensure that organisational objectives can be achieved.

Each risk, including one-off project risks, is scored on a Matrix (1-25) and recorded on the Risk Register. One or more treatments will be identified to minimise the likelihood or impact of the risk and a new 'treated score' will be generated. Any risks which the treated score cannot be reduced below 17, are escalated to the Corporate Risk Register, monitored fortnightly by the Senior Leadership Team and the Strategic Performance Board on a quarterly basis. In addition, risks are reported to the Audit and Governance Committee on a quarterly basis.

The Corporate Risk Register contains both strategic and operational risks. The number of strategic risks has increased over the past 12 months as new risks have been identified. Mitigations and treatments have been identified for each of these risks.

The Organisational Risk Management Policy does not address health and safety risk or community risk. These are addressed separately through both Occupational Health and Safety and the IRMP Programme. Further detail and information on the IRMP process can be found in the [Corporate Plan and IRMP 2015-2019](#).

A summary of the Corporate Risk Register is available and updated on a quarterly basis at www.rbfrs.co.uk.





» ASSURANCE

AUDIT PLAN

Audits are an important part of providing the Fire Authority and the public with the assurance that the Service is run properly and in ways that have been agreed by our officers and Members. They demonstrate that the business is conducted in accordance with relevant legislation, government expectations, good practice and organisational policy. The audits contribute towards the annual Statement of Assurance, which demonstrates compliance with the standards set out in the Fire and Rescue National Framework for England (2012).

Audit	Scope for 2018/19
Core Assurance	
Risk Management and Governance	<p>Risk Management:</p> <ul style="list-style-type: none"> • Deep dive of a sample of risks to challenge the controls, assessments, assurances and actions that are recorded within the Risk Register to establish if these are sensible, realistic and remain relevant and up to date. • A follow-up of any outstanding recommendations from the prior year Risk Management review. <p>Governance:</p> <ul style="list-style-type: none"> • The specific scope of this review is to be agreed with management prior to the start of the audit. However, this could include coverage looking at the following areas: <ul style="list-style-type: none"> • Business / Strategic Planning. • KPI's and Data Quality. • Performance Management. • Partnerships.
Key Financial Systems	<p>This will include key controls testing in a number of the following areas:</p> <ul style="list-style-type: none"> • General Ledger. • Cash, Banking and Treasury Management. • Payroll. • Payments and Creditors. • Income and Debtors. • Asset Management.
GDPR Readiness	<p>There are significant changes in the requirements of Data Protection, as a result of the 2016 major overhaul of EU Data Protection laws (General Data Protection Regulations).</p> <p>A readiness review of the Authority's preparations for GDPR will be in early Q1 of 2018/19.</p>



Audit	Scope for 2018/19
Fire Fighter Pension Administration	To ensure an accurate calculation for all employees' pensions is maintained.
Risk Based Assurance	
Capital Investment Strategy	This review will focus on the controls in place to ensure the Authority effectively manage their property assets, that they are in the right locations and are fit for purpose.
Facilities (Risk)	This review will look at the arrangements in place to ensure there are adequate programmes in place for the maintenance and upkeep of the Organisation's buildings, focusing on the controls in place to ensure the estate is being adequately managed in terms of meeting its statutory obligations (such as legionella, asbestos, gas servicing etc).
Follow-up of Review of Payroll Provider	The review will follow-up on the actions previously raised and to gain assurance that progress is being made by the Payroll provider.
Other Internal Audit Activity	
VAT and PAYE	It is envisaged that Tax experts will be used to deliver this work.
Follow-up	To meet internal auditing standards, and to provide assurance on action taken to address recommendations previously agreed by management.





» STATEMENT OF ASSURANCE

The RBFRS annual [Statement of Assurance](#) is available on the RBFRS website. The Statement of Assurance is produced on an annual basis to formally confirm to Government, stakeholders and the communities we serve that there are adequate arrangements for the effective management of financial, governance and operational matters in Royal Berkshire Fire and Rescue Service. Furthermore, the statement confirms the extent to which the requirement of the Fire and Rescue National Framework for England (July 2012) have been met. This includes information about our assurance arrangements regarding prevention, protection and response; how we ensure local and national resilience; as well as an introduction to our Integrated Risk Management Plan (IRMP).

» HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES (HMICFRS)

In July 2017, Her Majesty's Inspectorate of Constabulary's remit was extended to include inspections of fire and rescue services in England. As a result of this inspection, HMICFRS will assess and report on the efficiency and effectiveness of the 45 fire and rescue services in England. RBFRS will form part of the second tranche of inspections due to take place in autumn/winter 2018 with the outcome of the inspection published afterwards.



» APPENDIX A: MEASURE DEFINITIONS

SERVICE PROVISION

ID	Measure	Definition
1	Number of fire deaths in accidental dwelling fires	The total number of deaths that occur as a result of an accidental dwelling fire. This includes a person whose death is attributed to an accidental dwelling fire, even when the death occurs weeks or months later.
2	Number of fire casualties in accidental dwelling fires	The total number of casualties that occur as a result of an accidental dwelling fire. This includes a person or persons whose injuries may be slight or serious and require hospital treatment and which are attributed to the accidental dwelling fire.
3	% of safeguarding referrals made to local authorities within 24 hours	To ensure that safeguarding referrals are made in a timely manner for the protection of individuals. This is the time taken from the Duty Officer or Safeguarding Coordinator being made aware of a safeguarding case, to the referral being made to the local authority.
4	The number of deliberate primary fires	This is the total number of primary fires, where the cause has been identified that the fire was started deliberately.
5	The number of deliberate secondary fires	This is the total number of secondary fires, where the cause has been identified that the fire was started deliberately.
Prevention		
6	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	Research has shown that certain vulnerable groups are at heightened risk of dying in an accidental dwelling fire. S&Ws will be targeted towards these vulnerable groups.



ID	Measure	Definition
7	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	Research has shown that certain groups of people are at heightened risk of having an accidental dwelling fire and being injured as a result. S&Ws will be targeted towards these groups.
8	% of priority home safety referrals, where there has been a threat or incidence of arson, completed within 48 hours	When RBFRS are made aware of the threat or incidence of arson against an individual(s) a home safety visit is conducted within 48 hours.
9	% of priority category 1 home safety referrals, where there is a significant heightened risk of an individual having a fire in their property, completed within 48 hours	When RBFRS are made aware of a home or an individual who is at significantly high risk of having a fire, a home safety visit is conducted within 48 hours.
Protection		
10	Total Number of Full Fire Safety Audits carried out	This is the total number of full fire safety audits carried out in premises in Berkshire. This is calculated once the service has been closed by RBFRS and only includes the initial full fire safety audit. A Fire Safety Audit is carried out to enforce the Regulatory Reform Order (RRO) 2005, which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space.
11	% of audits where the results were satisfactory	This is the number of closed fire safety audits carried out in commercial premises, where the result was satisfactory and no further action or follow-up was required.
12	% of audits requiring informal activity	This is the number of closed fire safety audits carried out which resulted in informal activity. This includes a Deficiency Notice, with or without follow-up or informal education.



ID	Measure	Definition
13	% of audits requiring formal activity	This is the number of closed fire safety audits carried out, which result in formal activity. This includes action plans, voluntary restrictions or premises requiring an Enforcement Notice, Prohibition Notice, Alterations Notice or Prosecution Notice.
14	Success rate when cases go to court	This is the ratio of successful prosecutions following fire safety audits.
Response		
15	% of occasions where the first fire engine arrives at an emergency incident within 10 minutes from time the emergency call was answered	This measure looks at the time taken from when the Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of the emergency incident, and on how many occasions RBFRS does this in under 10 minutes.
16	% of full shifts where there is adequate crewing on all wholetime frontline pumping appliances	This is the percentage of shifts (day or night) where there is sufficient minimum qualified firefighters (four personnel) on all wholetime pumping appliances (fire engines). A wholetime frontline pumping appliance is available 24/7, 365 days a year.
17	% of hours where there is adequate crewing on all retained frontline pumping appliances (based on 24/7 crewing)	This is the percentage of hours where there is sufficient minimum qualified firefighters (four personnel) on retained pumping appliances (fire engines). Retained frontline pumping appliances are crewed mainly by on-call fire fighters who are based at stations in more rural locations, and are ready to leave their place of work or home and attend emergencies from the local retained station, when they receive the call.



ID	Measure	Definition
Customer Feedback		
18	% of domestic respondents satisfied with the overall service	Results are from a customer feedback questionnaire which is sent to those who have experienced a dwelling fire asking about their satisfaction and experience with the service they received from RBFRS.
19	% of commercial respondents satisfied with the overall service	Results are from a customer feedback questionnaire which is sent to business owners/ managers who have experienced a fire in their commercial premises asking about their satisfaction and experience with the service they received from RBFRS.
20	% of respondents satisfied with the services with regards to Fire Safety Audits	Results are from a customer feedback questionnaire which is sent to business owners/ managers who have had a full fire safety audit, asking about their satisfaction and experience with the service they received from RBFRS.

CORPORATE HEALTH

ID	Measure	Definition
Human Resources and Learning & Development		
21	% of working time lost to sickness across all staff groups	This measure looks at sickness across the whole Organisation and the percentage of time lost, based on the number of working hours available to the Organisation.
22	% of Eligible operational staff successfully completing fitness test	The measure reflects the percentage of eligible operational personnel who have successfully completed their fitness test. Individuals who are not eligible, include those on long-term sick or light duties.



ID	Measure	Definition
23	% of eligible staff with Personal Development Appraisals	This measure reflects the percentage of eligible employees who have had a Personal Development Appraisal. Eligible staff are those who have completed their initial probation period, before the end of the PDA period and who have not been absent for over 50% of the reporting period. Employees moving within the Organisation to new roles on trial or probation periods will still be eligible for a PDA.
Human Resources and Learning & Development		
24	% of eligible operational staff in qualification	This measure examines performance in the key qualifications, outlined in the nine core areas of the Fire Professional Framework, required by staff to maintain effective service delivery .
Health and Safety		
25	All injury accidents including RIDDOR (RIDDOR & Total)	RIDDOR(Reporting of Injuries Diseases and Dangerous Occurrences Regulations) are more serious injury accidents and the total number of accidents.
Finance and Procurement		
26	% of spend subject to competition	This measure is looking at all items of expenditure over £10k as RBFA must obtain quotes or tenders for all these purchases. This excludes statutory payments such as local authority charges or HMRC.
27	Compliant spend as a % of overall spend	This measure calculates the supplier spend that is in a compliant contract as a percentage of the total spend to external bodies and suppliers. (as per RBFA contract regulations)



ID	Measure	Definition
Freedom of Information		
28	Number of Information Commissioner assessments finding that the Service has breached Information Rights Legislation (Freedom of Information Act and Environmental Information Regulations)	Number of decision notices issued by the Information Commissioner's Office (ICO) that uphold any part of a complaint that we have breached the relevant legislation.
29	Number of Information Commissioner assessments finding that the Service has breached Data Protection Legislation (Data Protection Act and forthcoming legislation)	Number of occasions where the Information Commissioner has informed RBFRS that we have breached the legislation.



» CONTACT US

IN AN EMERGENCY

In an emergency, dial 999 and ask for the fire service.


If you are inside a building when a fire starts, remember to get out, stay out and call us out.

Never try and put out a fire unless you have received sufficient training.

CONTACTING US WHEN IT'S NOT AN EMERGENCY

 Visit our website: www.rbfrs.co.uk

 Email us at: performance@rbfrs.co.uk

 Call us on: 0118 945 2888

 Write to us at: Newsham Court, Pincents Kiln, Calcot, Reading, Berkshire, RG31 7SD



Royal Berkshire Fire and Rescue Service
Newsham Court, Pincents Kiln, Calcot, Reading, Berkshire, RG31 7SD
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