



## Appendix 3

# Surrey Fire and Rescue Service Performance Report 2023 – 2024 Summary dashboard

### Executive Director Summary

Our CRMP proposals consultation launched on 7 May - 31 July 2024. A response from the Fire Brigade Union (FBU) has been received and will be responded to; the content reflects largely national views on changes like Fire Station closures and contract types. The FBU continue to express a willingness to work with the service through continued dialogue and collaboration on the proposals. Conversations with all Trade Unions are ongoing.

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) has now discharged the Cause for Concern regarding the effectiveness of our Risk-Based Inspection Programme (RBIP). An [update on the Inspection Improvement Plan](#) has been published on the website. The [State of Fire 2023](#) report has now been published and SFRS are reviewing the content.

A staff consultation on Disclosure and Barring Services checks for SCC terms and conditions staff launched on 22 April to 22 May. Checks on Grey Book staff are nearing completion. This follows changes in legislation and a report by HMICFRS. The changes allow SFRS to check all staff and volunteers to a minimum of Standard DBS. Unison and GMB have been consulted, Unison are supportive of the approach being taken.



## What's working well

- In Your Shoes' experiential learning developed in partnership with VIVIDA focussing on cultural issues faced across Fire Services in England. Pilot delivered with the Leaders Forum and learning incorporated for future delivery
- Face to face SLT engagement ongoing, feedback gathered and 'You said, we did' provided bi-monthly.
- Achieving response standard and focus on improving productivity.
- Improving water, wildfire and road capabilities – Prevention and Response.
- Implementation of 360-degree feedback to all Strategic and Middle Managers.
- Delivery of HR soundbites to managers on key HR processes.
- Inclusion of behaviours and development aspirations of staff through Performance Conversations which will underpin identification of Talent.
- Use of behavioural based assessments through Arctic Shores in recruitment and promotions processes aligned to our Core Code of Ethics.
- Operational Group Commander development/coaching programme now commenced.
- Area Commander recruitment process now live.
- Development of the Community Risk Profile for 2024



## Challenges

- There is a risk that the focus on recruiting into fixed term roles as part of the recruitment controls will result in a reduction of applications from more skilled applicants due to lack of perceived security of roles.
- Trade Union challenges in relation to CRMP regarding closure of Banstead Fire Station could influence public responses.
- Ongoing reputational challenges within Fire and Rescue Service Sector further to continued examples of poor culture and behaviours.
- There remains gaps and uncertainties within the pension scheme arrangements, which pose challenges to operating remedy for McCloud and Matthews smoothly and predicably.

## Progress since last quarter

- Nottingham Trent University have assured the Community Risk Profile informing proposals for the CRMP.
- The Consultation Institute has provided Certificate of Consultation Readiness to progress into CRMP consultation.
- Members Development Session held prior to consultation starting.
- CRMP consultation launched with Stakeholder Engagement Workshop with Community Group Leaders.
- 33% improvement at year end in the number of Safe and Well Visits (SAVV) in Surrey.



- Response times and frontline availability performance remains strong, reflecting efficient use of resources.
- Continue to reduce attendance to Automatic Fire Alarm (AFA) (residential) following the changes in policy, increasing productivity hours to deliver community and business safety activity.

### **Plans for next quarter**

- Evaluation of mid-point of CRMP consultation delivered and plan updated if gaps are identified.
- Completion of succession plans.
- Group Commander promotions process to commence. Area Commander process to conclude.
- Commence implementation of SLT leadership development plan.
- New Salvation Army Welfare vehicle goes live in early June, ensuring adequate catering for staff during protracted incidents.
- Roll out of VIVIDA 'In Your Shoes' learning to SFRS staff.
- Commence Reigate, Chobham and Lingfield fire station rebuilds.
- Public and staff engagement on the new firehouse and other training facilities at Wray Park Centre.
- Publish the refreshed Community Risk Profile for 2024 in the summer.



## **KPI overview**

### **Customer Outcomes**

4 red KPI's, 2 green, 1 amber.

### **Operational Efficiency**

2 red, 4 green, 1 target to be set.

### **Demand and Supply/finance**




4 green, 3 no target (count only)

### **Enablers**





5 red, 6 green, 3 amber.



# Customer outcomes

Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
<b>C01:</b> Number of Safe and Well Visits (SAWVs) completed or submitted for audit (combination of Safe and Well and Home Fire Safety Checks)	High	Red 5,727 (Apr 23 to Mar 24)	=>7,108	No change 
<b>C02:</b> % of SAWVs to vulnerable people	High	Green 85% (Apr 23 to Mar 24)	=> 70%	No change 
<b>C04:</b> Number of Business Safe and Well Visits completed or submitted for audit	High	Green 1,622 (Apr 23 to Mar 24)	=> 3,282 1,240	Improved 



Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
<b>CO8:</b> Increase in website visits for information and advice for residents and businesses (visits to all SFRS pages)	High	<b>Red</b> <b>58,598</b> <b>(Apr 22 to Feb 23)</b>	<b>Increase in website visits for information and advice for residents and businesses (visits to all SFRS pages)</b>	<b>Improved</b> 
<b>CO9:</b> Response to FOI requests - % within timescale	high	<b>85%</b> <b>(Apr to Feb 24)</b>	<b>=&gt;90%</b>	<b>No change</b> 
<b>CO10:</b> Response to complaints - % within timescale	High	<b>75%</b> <b>(Apr to Feb 24)</b>	<b>=&gt;90%</b>	<b>Improved</b> 
<b>NEW:</b> Number of Business Safety Audits (short and standard) completed	High	<b>1,143</b> <b>(Apr to Mar 24)</b>	<b>=&gt;2,052</b>	<b>No change</b> 



## **Key messages and insight**

### **Are we keeping vulnerable adults safe?**

- Continuing high percentage of Safe and Well Visits to those most vulnerable.
- Introduction of District and Borough (D&B) specific One Stop Surrey forms which directs support according to risk and services available.
- Installing Carbon Monoxide alarms to protect those at risk in partnership with Southern Gas Network.

### **Are we enabling people to live independent and fulfilling lives?**

- One Stop Surrey continues to direct people to additional services to help with independent living.
- Funding agreed with Surrey Heartlands for community intervention officer. Going through SCC recruitment process.

### **What's the experience of people using our services, including complaints?**

- Community Survey undertaken in preparation for the development of CRMP, 986 responses.





### **Are we improving outcomes for people?**

- Persons at Risk Referral Form in place with Adult Social Care (ASC) to enhance multi-agency referral process and make it more directed to risk.
- Developed learning session with ASC following a Coroners Prevention of Future Death (PFD) and lessons learnt from a fatal fire.

### **What's the quality of our care and services?**

- Additional Safeguarding Officers trained to deliver services at the frontline.
- SFRS provides domestic abuse support and response 24/7 as part of the SCC delivery model.

### **What's the progress or impact of key projects & programmes to improve outcomes?**

- Risk Management Database (Prevent and Protect) replacement to effectively identify and record risk information.
- FireWatch – Staff rostering and learning and development system upgraded to support cultural improvement, efficiency and productivity outcomes.



## Key projects and programmes

- Delivery of Nation Fire Chief Council (NFCC) pilot for SAWV evaluation and informing further development of form.
- 33% increase in SAWV delivery for year 23/24 compared to previous year.
- Implementing an effective risk management database, workforce system enhancements and asset management will achieve better customer outcomes.

## Forward look and next steps




- New ways of working, supported by technology – Fire Station crews have been given access to the Dynamic Cover Tool which provide an overview of fire mobilisations across Surrey, new monitors being provided to improve recording activity and support productivity and efficiency.
- Productivity and efficiency focus on Fire Station based activity – Change of management direction.
- Review projects, processes and supporting KPIs following the outcomes from HMICFRS Inspection.
- Safelincs providing guidance for all persons and referring those at risk to SFRS.
- CRMP Development.



# Operational efficiency

Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
<b>OE1:</b> % of schools with which the Service has successfully engaged	High	61% (Sep 22 to July 23)	New KPI, no target set	
<b>OE2:</b> Number of Safe and Well Visits completed or submitted for audit (combination of Safe and Well and Home Fire Safety Checks)	High	Red 5,727 (Apr 23 to Mar 24)	=>7,108	 No Change
<b>OE3:</b> % of SAWVs to vulnerable people	High	Green 85% (Apr 23 to Mar 24)	=>70%	 No Change
<b>OE4:</b> Average time between receipt of emergency call by JFC and station end activation (assigned to station)	Low to mid	Green 1m 37s (March 24)	< 2m	 Worsened



Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
OE5: Front line appliance availability (based on average On-Call appliance availability)	High	Green 23 Day 19 Night (Apr 23 to Mar 24)	=> 20 Day 16 Night	Worsened 
OE6: Increase in website visits for information and advice for residents and businesses (visits to all SFRS pages)	High	58,598 (Apr 23 to Mar 24)	Increase on 22/23 total of 64,067	Improved 
OE7: Operational Premises Surveys and Tactical Consideration Records completed	High	766 (Apr 23 to Mar 24)	=>758	No change 

## Key messages and insights

### How timely and efficient are we?

- CRMP including efficiency outcomes and measures.
- Workforce number improvements have led to positive response times and availability at a 3-year performance high.



### **How effective are our pathways for new contacts/referrals?**

- ASC relationships from strategic to local delivery, including D&B teams, are advancing.
- Working with outreach providers to support domestic abuse survivors and their families such as delivering family days.

### **How responsive are we?**

- Availability, call taking and mobilising is supported by a dynamic approach to risk modelling, ensuring right resources, in the right place, at the right time.
- On Call projects (flexible mobilising and County Crewing) delivering availability improvements using a marginal gains approach
- The frontline appliance availability is influenced by On Call numbers and adds to the resilience and predictability of the Wholetime availability figures.

### **Is our workload at a level that enables good quality delivery?**

- Clear and consistent Borough/Station targets developed, there is a clear focus on improving productivity whilst maintaining targeted activity towards our most vulnerable residents. Recruitment and Retention project set out workforce planning objectives and reporting to ensure we can maximise capacity. Skills mix being improved.



## How well are we exploring opportunities for digital transformation?

- Asset Strategy in place, focus on data insight, bringing teams together.
- Prevent and Protect, Telematics and Asset Management Systems.
- Reviewing our Digital capability alongside SCC IT

## Key projects and programmes

- Updated Borough and Station Plans focus on efficiency and productivity of community outcomes.
- Delivery of On-Call project – Improvements resulting in improved availability and morale. Improved leadership and engagement – Introduction of dedicated On-Call management team.
- Enhancing efficiency through the provision of fit for purpose assets – Projects include IT upgrades, fire appliance replacements and property renovations and rebuilds.

## Forward look and next steps




- Further developing relationships with health providers (NHS).
- Data transparency, bring remaining staff information and data teams together.



- CRP work and accessibility.
- Fire Station accessing Dynamic Cover Tool to enhance transparency and to increase productivity.




# Demand and supply/Finance

Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
<b>DS1:</b> Average time of first appliance to critical incidents	<b>Low</b>	<b>Green</b> 7m 36s (Apr 23 to Mar 24)	<b>=&lt;10m</b>	<b>No Change</b> 
<b>DS2:</b> Average time of second appliance to critical incidents where applicable	<b>Low</b>	<b>Green</b> 13m 18s (Apr 23 to Mar 24)	<b>=&lt;15m</b>	<b>Worsened</b> 
<b>DS3:</b> Average time of response to other emergencies	<b>Low</b>	<b>Green</b> 7m 39s (Apr 23 to Mar 24)	<b>=&lt;16m</b>	<b>No Change</b> 





Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
<b>DS4:</b> Front line appliance availability (based on average On-Call appliance availability)	<b>High</b>	<b>23 Day 19 Night (Apr 23 to Mar 24)</b>	<b>=&gt; 20 Day 16 Night</b>	<b>Improved</b> 
<b>DS5:</b> Number of Fire incidents	<b>Low</b>	<b>1,892 (Apr 23 to Mar 24)</b>	<b>Count only</b>	
<b>DS6:</b> Number of Special Service incidents	<b>Low</b>	<b>3,795 (Apr 23 to Mar 24)</b>	<b>Count only</b>	
<b>DS7:</b> Number of fire false alarms	<b>Low</b>	<b>4,365 (Apr 23 to Mar 24)</b>	<b>Count only</b>	



## Key messages and insights

### How well are we reducing avoidable demand?

- Significant reduction in attendance at AFAs (Industrial/Commercial Premises – Non-Sleeping) through policy changes which saw a drop from a monthly average of 87 such incidents attended in the six months prior to the policy change down to 2 in the six months following.
- Working with business owners to educate and support with new post-Grenfell legislation.
- Increased support on-line for business owners, e.g., reporting form for fire safety defects.

### How well are we managing our supply costs?

- Delivery of Internal Audit Action Plan on Contract Management.
- Improved governance arrangements in place to monitor costs and future plans.

### What are the key drivers of unplanned costs?

- Operational tempo during the summer period.



- Contingency arrangements to respond to risk of industrial action.
- HMICFRS outcomes may lead to unplanned costs.
- Pay negotiation outcomes and pension changes.

### **How effective is our prevention/protection work at reducing response activity?**

- Low numbers of fire incidents, special services and false alarms through increased prevention and protection activity.

### **What's the progress or impact of key projects & programmes to improve efficiency?**

- Enhancing efficiency through the provision of fit for purpose assets – Projects include IT upgrades, fire appliance replacements and property renovations and rebuilds.

### **Key projects and programmes**

- Reducing the impact of AFAs through further policy changes.
- Supporting introduction of new fire safety legislation






- Changes to standby policy to reduce unnecessary movement across the county.
- Recruitment and Retention Project.
- Wildfire Project – Training, PPE and welfare.
- Road Traffic Collision Project and Peer review, aims to reduce incident numbers/severity.

## **Forward look and next steps**






- Further reduce the impact of Automatic Fire Alarm (AFA) (Domestic Residential – Evaluation of Phase Two in June 2024 onwards).
- Data intelligence, commence delivery of Data Management Fire Standard and framework to have open and transparent data.
- Logistics compliance review to influence future operating model and system requirements. New team structure and clear accountability aligned to the Capital Programme.
- Finalise extended and combined capital programme and procurement plan monitoring through internal governance.



# Enablers

Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
<b>E1:</b> Frontline appliance availability (based on average OC appliance availability)	<b>High</b>	<b>Green</b> 23 Day 19 Night (Mar 24)	<b>=&gt;</b> 20 Day 16 Night	<b>Improved</b> 
<b>E2:</b> Actual staff establishment versus budget	<b>Matched</b>	<b>Amber</b> 95% (Mar 23)	<b>100%</b>	<b>Improved</b> 
<b>E4:</b> % of staff hired from underrepresented groups <ul style="list-style-type: none"> <li>• 17-35 age</li> <li>• Ethnic Minority</li> <li>• Disabled</li> <li>• Female</li> <li>• L/G/B/T/Q+</li> </ul>	<b>Near County profile (2021)</b>	<ul style="list-style-type: none"> <li>• 34.6%</li> <li>• 3.2%</li> <li>• 8.9%</li> <li>• 18.4%</li> <li>• 3.8%</li> </ul>	<ul style="list-style-type: none"> <li>• 34.3%</li> <li>• 14.5%</li> <li>• 13.8%</li> <li>• 51.2%</li> <li>• 2.5%</li> </ul>	<b>No Change</b> 



Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
E5: Days/shifts lost to sickness absence – Year to date	Low	Red 11.8 (Apr 23 to Mar 24)	=<10.5	Worsened 
E6: Days lost to sickness absence – 12 month rolling year	Low	11.8 (Jan 23 to Mar 24)	=<10.5	Improved 
E7: Near-misses as a % of all workplace incidents	High	76% (Apr 23 to Mar 24)	76%	Improved 
E8: Days lost to injury	Low	Green 117 (Apr 23 to Mar 24)	=<197	Improved 
E9: Fitness assessments in date	High	Amber 97% (Apr 23 to Mar 24)	100%	Improved 



Performance Indicator	Good to be	Latest result	Latest target	Change from previous result
E10: 3 yearly medical assessments in date – attendances as % of due	High	Amber 96% (Jan 23 to Mar 24)	100%	No Change ➔
E11: 8 core competencies in date	High	Green 8 out of 8 achieved target (Mar 23)	=>95%	No Change ➔

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## Key messages and insights

### What are our key workforce challenges? Are our plans having a positive effect?

- Workforce planning focused on ranks where there are pressures within the establishment and drivers.
- Working to improve the qualitative/quantitative return of performance conversations including the implementation of 360 review for all staff.
- Robust absence management supported by appropriate training and management restructure to improve accountability and scrutiny. Reduction overall in Long-Term Sick and Non-Operational Duties cases.



- Retention, recruitment and sickness absence within the occupational health team led to an increase in waiting times for all medicals and referral across the collaboration with East Sussex fire and Surrey and Sussex Police. Review underway following successful recruitment and pay evaluation.
- L&D re-structure has increased the number of instructors to achieve core competencies.

### **What are our key recruitment challenges? Are our plans having a positive effect?**

- Diverse workforce representing the communities we serve. Recruitment processes being reviewed.

### **What practices need to improve?**

- A Talent Management Framework has been developed, now embedding through engagement.

### **Key projects and programmes**

- Collaboration – Reviewing outcomes from Occupational Health provision.
- Robust governance for workforce planning
- Workforce of the Future Project being scoped.





- Further development of talent management, Learning Offer, Core skills framework, succession planning and critical roles.
- Trade Union negotiations
- Cultural Review Action Plan.
- Implementation of key legislation relating to the Firefighters pension scheme.
- Review of alignment to Working Time Regulations.

## **Forward look and next steps**

- Disclosure and Barring Service consultation carried out. Checks commenced for SCC contract staff and social media checks at point of recruitment.
- Introduction of additional healthcare provision for operational staff. Targeted primarily at those long-term sick who are awaiting operations.
- Learning and Development Review.
- Development of a Cultural Dashboard (to include evaluation of exit interviews to inform future thinking).
- Engagement in programme of Work Experience, Early Careers and Careers.
- Creation of a dashboard to support managers in managing absence.



## Data Appendix – Customer Outcomes and Operational Efficiency

Ref	KPI	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Benchmark
CO1	Number of Safe and Well Visits completed or submitted for audit	4,014 (Apr 22 to Mar 23)	1,311 (Apr 23 to Jun 23)	2,725 (Apr 23 to Sep 23)	4,028 (Apr 23 to Dec 23)	5,727 (Apr 23 to Mar 24)	Currently targeting 593 per month, England average is 579 (Home Office Fire Stats 22/23)
CO2	% of SAWVs to vulnerable people	86% (Apr 22 to Mar 23)	86% (Apr 23 to Jun 23)	85% (Apr 23 to Sep 23)	85% (Apr 23 to Dec 23)	85% (Apr 23 to Mar 24)	No direct comparison as local definition of vulnerable. However, against national definition England average is 78% and Surrey is 92% (HO Fire Stats 22/23)
CO4	Number of Business Safe and Well Visits completed or submitted for audit	1,622 (Apr 22 to Mar 23)	377 (Apr 23 to Jun 23)	711 (Apr 23 to Sep 23)	1,101 (Apr 23 to Dec 23)	1,682 (Apr 23 to Mar 24)	Not comparable as other FRSs do not provide this service
CO6	Response to FOI requests - % within timescale	67% (Apr 21 to Mar 22)	100% (Apr 22 to May 22)	76% (Apr 22 to Aug 22)	67% (Apr 22 to Dec 22)	65% (Apr 22 to Feb 23)	SCC, 91% had a response within timescale (SCC FOI database 22/23)
CO7	Response to complaints - % within timescale	78% (Apr 22 to Feb 23)	80% (Apr 23 to Jun 23)	83% (Apr 23 to Sep 23)	83% (Apr 23 to Nov 23)	75% (Apr 23 to Mar 24)	SCC, 63% of stage 1 complaints had a response within



Ref	KPI	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Benchmark
							timescale (Customer Relations Snapshot 22/23)
CO8	Increase in website visits for information and advice for residents and businesses	64,067 (Apr 22 to Mar 23)	9,539 (Apr 23 to Jun 23)	21,230 (Apr 23 to Sep 23)	29,987 (Apr 23 to Dec 23)	58,598 (Apr 23 to Mar 24)	Not comparable
OE1	% of schools with which the Service has successfully engaged	59% (Sep 22 to Mar 23)	59% (Sep 22 to Mar 23)	61% (Sep 22 to July 23)	61% (Sep 22 to July 23)	61% (Sep 22 to July 23)	Not comparable
OE4	Average time between receipt of emergency call by JFC and station end activation	1m 31s (Mar 23)	1m 37s (Jun 23)	1m 34s (Sep 23)	1m 33s (Dec 23)	1m 37s (Mar 24)	The England average call handling time for dwelling fires was 1m 17s (Home Office Fire Stats 22/23). This is not directly comparable as the Surrey measure includes all 'Critical' and 'Other Emergency' mobilisations.
OE5	Frontline appliance availability	21 Day 18 Night (Apr 22 to Mar 23)	22 Day 19 Night (Apr 23 to Jun 23)	21 Day 18 Night (Apr 23 to Sep23)	21 Day 18 Night (Apr 23 to Dec 23)	23 Day 19 Night (Mar 24)	No direct comparison available.



Ref	KPI	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Benchmark
OE7	Operational Premises Surveys and Tactical Consideration Records completed	830 (Apr 22 to Mar 23)	153 (Apr 23 to Jun 23)	389 (Apr 23 to Sep 23)	599 (Apr 23 to Dec 23)	766 (Apr 23 to Mar 24)	Currently targeting <b>63</b> per month, England average is <b>98</b> (HMICFRS Data Analysis 22/23)
NEW	Number of Business Safety Audits (short and standard) completed	967 (Apr 22 to Mar 23)	273 (Apr 23 to Jun 23)	557 (Apr 23 to Sep 23)	808 (Apr 23 to Dec 23)	1,143 (Apr 23 to Mar 24)	Not comparable



## Data Appendix – Demand and Supply

Ref	KPI	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Benchmark
DS1	Average time of first appliance to critical incidents	7m 29s (Apr 22 to Mar 23)	7m 10s (Apr 23 to Jun 23)	7m 28s (Apr 23 to Sep 23)	7m 39s (Apr 23 to Dec 23)	7m 36s (Apr 23 to Mar 24)	The England response time (turnout plus drive time) for dwelling fires was <b>6m 44s</b> (Home Office Fire Stats 22/23). Note – response standards are set by individual services, there is no sector standard.
DS2	Average time of second appliance to critical incidents where applicable	12m 14s (Apr 22 to Mar 23)	12m 38s (Apr 23 to Jun 23)	12m 16s (Apr 23 to Sep 23)	13m 05s (Apr 23 to Dec 23)	13m 18s (Apr 23 to Mar 24)	Not comparable
DS3	Average time of response to other emergencies	8m 7s (Apr 22 to Mar 23)	7m 37s (Apr 23 to Jun 23)	7m 47s (Apr 23 to Sep 23)	7m 42s (Apr 23 to Dec 23)	7m 39s (Apr 23 to Mar 24)	Not comparable
DS5	Number of fire incidents	2,395 (Apr 22 to Mar 23)	628 (Apr 23 to Jun 23)	1,162 (Apr 23 to Sep 23)	1,532 (Apr 23 to Dec 23)	1,892 (Apr 23 to Mar 24)	England average of <b>11,014</b> per million people and Surrey average of <b>9,126</b> (HO Fire Stats 22/23)
DS6	Number of Special Service incidents	3,827 (Apr 22 to Mar 23)	881 (Apr 23 to Jun 23)	1,801 (Apr 23 to Sep 23)	2,782 (Apr 23 to Dec 23)	3,795 (Apr 23 to Mar 24)	England average of <b>3,524</b> per million



Ref	KPI	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Benchmark
							people and Surrey average of <b>3,247</b> (HO Fire Stats 22/23)
DS7	Number of Automatic False Alarms	4,615 (Apr 22 to Mar 23)	998 (Apr 23 to Jun 23)	2,205 (Apr 23 to Sep 23)	3,392 (Apr 23 to Dec 23)	4,365 (Apr 23 to Mar 24)	England average of <b>2,966</b> per million people and Surrey average of <b>2,651</b> (HO Fire Stats 22/23)



## Data Appendix – Enablers

Ref	KPI	Q4 22/23	Q1 22/23	Q2 23/24	Q3 23/24	Q4 23/24	Benchmark
E2	Actual staff establishment versus budget	93% (Mar 22)	92% (Jun 22)	93% (Sep 22)	94% (Dec 22)	95% (Mar 23)	Not comparable
E4	<b>% of staff hired from underrepresented groups</b>						<b>Home Office Stats:</b>
	17-35 age	33.7% (Mar 23)	33.8% (Jun 23)	38.9% (Sep 23)	34.5% (Dec 23)	34.6% (Mar 24)	22//23 Eng FRS Av = 29.8%
	Ethnic Minority	3.4% (Mar 23)	3.4% (Jun 23)	2.5% (Sep 23)	3.3% (Dec 23)	3.2% (Mar 24)	22//23 Eng FRS Av = 8.5%
	Disabled	9.2% (Mar 23)	8.8% (Jun 23)	9.9% (Sep 23)	8.9% (Dec 23)	8.9% (Mar 24)	22//23 Eng FRS Av = 5.9%
	Female	18.9% (Mar 23)	18.8% (Jun 23)	23.6% (Sep 23)	18.5% (Dec 23)	18.4% (Mar 24)	22//23 Eng FRS Av = 19.4%
	L/G/B/T/Q+	3.4% (Mar 23)	3.4% (Jun 23)	4.2% (Sep 23)	3.5% (Dec 23)	3.8% (Mar 24)	22//23 Eng FRS Av = 4.2%
E5	Days/shifts lost to sickness absence - Year to date	14.1 (Apr 22 to Mar 23)	2.92 (Apr 23 to Jun 23)	5.96 (Apr 23 to Sep 23)	8.59 (Apr 23 to Dec 23)	11.8 (Apr 23 to Mar 24)	Whole service comparison not available, but comparison minus on call staff: England average was 9.4, and Surrey 12.4



Ref	KPI	Q4 22/23	Q1 22/23	Q2 23/24	Q3 23/24	Q4 23/24	Benchmark
							(Cleveland NHR 22/23)
E6	Days lost to sickness absence – 12 month rolling year	10.2 (Apr 21 to Mar 22)	10.5(Jul 21 to Jun 22)	11.8 (Oct 21 to Sep 22)	12.2 (Jan 22 to Dec 22)	14.1 (Apr 23 to Mar 24)	See above
E7	Near-misses as a % of all workplace incidents	76% (Apr 22 to Mar 23)	74% (Apr 23 to Jun 23)	73% (Apr 23 to Sep 23)	73% (Apr 23 to Dec 23)	76% (Apr 23 to Mar 24)	There is no direct benchmark. The Inspectorate provide benchmarking on RIDDOR injuries per 100 FTE. In 2022/23 Surrey was in the highest quartile.
E8	Days lost to injury	197 (Apr 22 to Mar 23)	9 (Apr 23 to Jun 23)	55 (Apr 23 to Sep 23)	116 (Apr 23 to Dec 23)	117 (Apr 23 to Mar 24)	See above
E9	Fitness assessments in date	96% (Mar 23)	96% (Mar 23)	96% (Sep 23)	96% (Sep 23)	97% (Apr 23 to Mar 24)	Surrey was in the second-best quartile for fitness tests completed (HMICFRS Data Analysis 22/23)
E10	3 yearly medical assessments in date	89% (Jan 22 to Dec 22)	84% (Jan 23 to Jun 23)	87% (Jan 23 to Sep 23)	95% (Jan 23 to Dec 23)	96% ((Jan 23 to Mar 24)	Not comparable
E11	8 core competencies in date	6 out of 8 achieved target (Mar 22)	3 out of 8 achieved target (Jun 22)	4 out of 8 achieved target (Sep 22)	7 out of 8 achieved target (Dec 22)	8 out of 8 achieved target (Mar 23)	Not comparable