



Our Vision: To provide exceptional fire and rescue services for all

Our Mission: To prevent, protect, and respond to keep communities safe

Our Strategic Outcomes

1. Reduce deaths, injuries and damage caused by fire and other hazardous events to our communities
2. Deliver the best value to the public with the least impact on the environment
3. Develop and maintain a diverse, high performing, and healthy workforce

Strategic Performance Framework

These Key Performance Indicators reflect our focus for Year 2 of the Community Risk Management Plan (CRMP) and are metrics which if achieved will evidence that NFRS is performing well.

OPERATIONAL SERVICE DELIVERY (RESPONSE, PREVENTION, PROTECTION)

These KPIs reflect our commitments in the Response, Prevention and Protection Strategies underpinning Year 2 of the CRMP

No.	Description	Target	Supports...	Description and Definition of measure
KPI 1	Average 999 call answer time (s)	10 seconds	Outcome 1	Mean average time taken from call presented to NFRS Fire Control Room by BT to the time we answer the call and speak to the caller.
KPI 2	Percentage of overall Fire Engine availability against response model	95%	Outcome 1	Total hours that All Fire Engines are available for mobilisation to an incident compared with their contracted hours and shown as a %.
KPI 3	Percentage of OnCall Fire Engine availability against the response model	tbc	Outcome 1	Total hours that On-Call stations are available for mobilisation to an incident compared with their contracted hours and shown as a %
KPI 4	Median average Full Response Time to Primary Dwelling Fire Incidents	9 minutes	Outcome 1	Median time taken from Call being answered by Fire Control to the arrival time of the first resourcing arriving at the location sent to. <i>Primary Dwelling Fires only (revised incident type).</i>
KPI 5	Median average Full Response Time to RTC Risk to Life Incidents	12 minutes	Outcome 1	Median time taken from Call being answered by Fire Control to the arrival time of the first resourcing arriving at the location sent to. <i>Revised incident types listed in Appendix A</i>
KPI 6	Median average Full Response Time to Other Emergency Incidents	12 minutes	Outcome 1	Median time taken from Call being answered by Fire Control to the arrival time of the first resourcing arriving at the location sent to. <i>Revised incident types listed in Appendix A</i>
KPI 7	Median average Full Response Time to Other Incidents	60 minutes	Outcome 1	Median time taken from Call being answered by Fire Control to the arrival time of the first resourcing arriving at the location sent to. <i>Revised incident types listed in Appendix A</i>
KPI 8	Number of Fire Fatalities	0	Outcome 1	Count of individuals who have died as a direct result of a Fire - including buildings, homes, cars and any other situation.
KPI 9	Number of Fire Casualties resulting in Hospital Treatment per 100,000 population	Below England average of 5.1	Outcome 1	Number of individuals from fire incidents that result in hospital treatment (as recorded on the incident report) per 1000 population. Hospital Severe + Hospital slight
KPI 10	Home Fire Safety Visits conducted vs the annual target (Percentage)	100%	Outcome 1	Total volume of HFSVs compared with the annual target of 5000 visits, represented as a %
KPI 11	Percentage of Home Fire Safety Visits conducted in vulnerable households (VH/H/M)	80% or more	Outcome 1	Total number of people receiving a HFSV where their risk level has been graded Very High, High or Medium, out of all people who have received a HFSV.
KPI 12	Full Fire Safety Audits completed	1000	Outcome 1	Total number of full fire safety audits undertaken by the Protection Team, in date required
KPI 13	7(2)(d) Operational Risk visits completed and compliant (H/VH)	100%	Outcome 1	Count of premises visited within defined time period (Very High annually and High within every 24 months) out of total number of very high and high premises recorded
KPI 14	Hydrant inspections completed (all)	4000	Outcome 1	Total number of hydrant inspections completed by crews and specialist roles regardless of time

ORGANISATIONAL HEALTH (PEOPLE, ASSETS, COMPETENCY & SKILLS)

These KPIs reflect our commitments in the Strategic Financial Strategy, People & Culture Strategy and Assets Strategy, underpinning Year 2 of the CRMP

No.	Description	Target	Supports...	Description and Definition of measure
KPI 15	Total firefighters (wholtime, variable crewing and On-Call) per 1,000 people (FTE)	Maintain	Outcome 3	Full time equivalent of all operational fire fighter roles per 1000 local population
KPI 16	Percentage of the workforce from ethnic minority backgrounds	Increase	Outcome 3	Number of individuals declaring their self-defined ethnicity as being from an ethnic minority background, out of all individuals in the organisation (including those who have not declared an ethnicity)
KPI 17	Percentage of workforce who are female	Increase	Outcome 3	Number of individuals identifying as female out of all individuals in the organisation
KPI 18	Attrition rate - leavers as Percentage of workforce	Reduce	Outcome 3	Total people leaving the service as a proportion of the total workforce that period
KPI 19	Percentage shifts lost to sickness (all roles excluding on-call firefighters)	Reduce	Outcome 3	Total number of shifts lost to sickness out of all shifts worked. For wholtime, variable crew, fire control and fire staff roles only.
KPI 20	Percentage of contracted shifts lost to sickness for oncall firefighters	Reduce	Outcome 3	Total number of shifts lost to sickness out of contracted hours for on-call firefighters
KPI 21	Overtime spend as Percentage of operational staff spend	Reduce	Outcome 2	Total spend on overtime for operational colleagues (not fire staff) out of the total spend on operational colleagues
KPI 22	Total accidents involving any Northamptonshire Fire and Rescue Service vehicle	Reduce	Outcome 3	Total number of accidents involving a Northamptonshire Fire and Rescue vehicle resulting in damage
KPI 23	Total Health & Safety Accidents reported	Reduce	Outcome 2	Total number of Health and Safety accidents reported within the service and submitted to government (HS1 and HS2)
KPI 24	Public confidence in NFRS (Local Survey)	Increase	Outcome 2	Total number of people surveyed saying they are completely, very or fairly confident in the service provided by NFRS out of all people surveyed
KPI 25	Percentage of employees who have completed mandatory operational training to qualify our staff to do their role	80%	Outcome 3	Operational risk critical training includes Breathing Apparatus. Any training that requires accreditation or revalidation of competency. Average of all roles and core competency lines

The service is committed to reporting against these KPIs to the public every quarter to provide transparency of our performance and insight into activity being done to mitigate any known performance challenges.