Key Performance Indicators and Performance Level Table

								Measurement			Performance/Incentive		
Requirements addressed (refers to the SRs in Annex A of Schedule 2)	Area of Service Capability	Key Performance Indicator (KPI)	Performance Indicator (PI)	PI Weighting(1-5) 5 being most significant	Specific Measure		PI Service Period	Measurement Scope	Data Source / Measurement Method	Lead indicator required? Note - Contractor will operate multiple LIs that will provide rigorous MI that will provide those sites for which it has access to all of these. This column intended to reflect the most important LIs that would be published with PIs.	PI Performance Level(s)	Incentive Mechanism	Service Credit Commencement Date (and any variations in regime through Contract Term)
KUR SR 1355 SR 444	A. Prevention - The risk of fire incidents occurring across Defence is minimised B. Protection - The impact of fire incidents before arrival of the first response is minimised across Defence	1. Provision of appropriate fire prevention and protection capability	1.1 The currency and relevancy of Integrated Risk Management Plans		The percentage of sites for which an Integrated Risk Management Plan has been produced by the Contractor and submitted to the Authority Representative, and where desired by DFR HQ, a DFR HQ SME. i.e. A/B where: A is the number of sites for which an Integrated Risk Management Plan (including Prevent, Protect, and Response plans) has been produced and submitted to the Authority Representative. If an IRMP is submitted late (either after the date specified in the Transformation Plan, after 5 years have elapsed since the sign-off of its predecessor, or after 45 days have elapsed since Authority request for a refreshed IRMP, as is applicable) then it will not be included in A for the month of submission. B is the total number of Locations with a Defence Fire Station (as set out in Schedule 2 Annex B) plus those sites for which it has additionally been requested by the Authority that a dedicated IRMP will be undertaken. B will include all sites that have an FSMP at the point of . Other sites will sit within clustered IRMPs to be detailed in the Fire Safety Strategy. Should the Authority require development of a site-specific IRMP for a site that does not currently have either Defence Response Provision or a dedicated FSMP (or then IRMP), then Contractor will undertake this and submit to the Authority Representative within 45 days of the request. The validity of each submitted IRMP (for the purposes of counting within A) shall be 5 years from the point of IRMP sign-off (by Authority Representative), or up until 45 days following Authority request for new IRMP, whichever is the sooner. The Authority Representative may include to Duty Holder and/or Responsible Person as applicable. DFR HQ SME means a DFR HQ-nominated individual holding suitable professional qualifications and experience to, where desired by DFR HQ, audit and sign-off the quality and relevancy of the IRMP. Audit and sign-off shall encompass the categorisation of actions into Critical, High or Normal for 1.4. DFR HQ to reserve the right to audit and require sign-off of any IRMPs, they desire.		Monthly	All Locations with a Defence Fire Station (as set out in Schedule 2 Annex B) plus those sites for which it has additionally been requested by the Authority that a dedicated IRMP will be undertaken.	Contractor Report				
			1.2. The availability of fire-safety related advice to Defence as provided through telephone advice line or e-mail		The percentage of incoming enquiries that receive timely advice as measured by the time between enquiry and response: initial and specific responses for complex requests; specific only for simple. Enquiry includes any telephone call made to the helpdesk for the purposes of fire safety advice, and any written or e-mail fire safety advice enquiry received by the Contractor. Complex request – any enquiry in relation to a premise that has been scored Substantial (High) risk in its last FRA or that doesn't have an FRA or situation-specific JSP 426 guidance leaflet (as there are for eg marquees and tented accommodation), or that would reasonably necessitate the involvement of an advisor qualified to Level 4 Diploma, or that would require a site visit to satisfactorily address. Simple request - anything else. Initial response to include: (a) acknowledgement (b) summary of plan for producing specific response (c) any further information required for development of specific response (d) any high priority fire safety advice that should be provided in the opinion of the Contractor SME given the situation presented. Definition of Timely Simple enquiries or initial response to complex enquiries within two working hours of receipt. specific response to complex enquiries within 3 working days of receipt.		Monthly	MOD-wide	Contractor Report				
			1.3. The quality of fire-safety related advice to Defence as provided through telephone advice line or e-mail		The percentage of enquiry responses audited (telephone recording or written) that is deemed of acceptable quality. Enquiry includes any telephone call made to the helpdesk for the purposes of fire safety advice, and any written or e-mail fire safety advice enquiry received by the Contractor. The Contractor will audit issued advice plus any advice about which a Customer Complaint has been received - noting that: - Contractor will have in place a complaints procedure for this service. - Percentage of advice audited to be agreed between the Authority and Contractor before annually thereafter and to represent a statistically valid sample. Definition of Acceptable Quality Deemed of acceptable quality in the professional opinion of an appropriately qualified fire SME. Appropriate qualifications to include Level 4 Diploma in Fire Safety level and others as agreed between Contractor and DFR HQ. DFR HQ retain the right to audit as many responses as it chooses using its own nominated SMEs holding suitable professional qualifications and experience to audit and sign-off the quality of response. Qualifications held by DFR HQ SME will include: Level 4 Diploma in Fire Safety or others as agreed between Contractor and DFR HQ. Should DFR HQ audit result differ from Contractor audit result, then Contractor and DFR HQ shall attempt to reach agreement and then modify the PI result accordingly. If no agreement can be reached this will resolved through Schedule 22.		Monthly	MOD-wide	Contractor Report				
			1.4. The implementation of F&R services in accordance with the Duty Holder-agreed Prevent Plan and Protect Plan.		The percentage of Contractor assigned actions and measures that are completed per levels agreed in the Prevent and Protect Plans. Prevent and Protect actions to be categorised into Critical, High and Normal Priority as part of IRMP agreement. Failure to complete critical actions at any site will lead to automatic major failure of this KPI. Critical actions to include those that otherwise leave the site at a unacceptable risk position (to life or structural asset) with the exclusion of FRA activity covered in 1.4 and 1.5) and for all sites to include: - Completion of any action that is required to meet statutory legislation - Completion of other site-specific actions as agreed critical with the Authority Representative High Priority Actions to include those actions that have a significant effect on mitigating fire risk, for example: Fire Patrols, Trend Analysis and Reporting and support for mitigating actions. Normal Priority Actions to include all others: e.g. Fire Awareness Training (supplementing training otherwise delivered on a site with no Response provision). This PI is not intended to measure Transformation actions that are part of an IRMP. Consequently, the following actions will be excluded from the measure: (1) any actions connected with the introduction of New Fleet including, but not limited to, the delivery of New Fleet and training associated with New Fleet; (2) actions in respect of increasing the fire safety qualifications held by Firefighters (beyond the level required by the Role Performance Statement to be SQEP); (3) actions in respect of the remediation or installation of fire protection systems. Where an IRMP sees replacement of a fire safety action (or cessation of an action) undertaken under the previous mitigation regime, the IRMP will specify a date for the implementation of each replacement action, and/or cessation of the old. Similarly where an IRMP specifies a new (additional) fire safety action, an implementation date will be detailed within the IRMP. These dates will serve as the 'changeover' dates before which legacy or previous regime actions are included in this PI, and after which they are not, and new IRMP actions are.		Quarterly except for the first PI Service Period which shall be measured over a 4 month period	All Locations with a Defence Fire Station (as set out in Schedule 2 Annex B)	Contractor Report		<table><tr><td>Achieve if</td><td>Critical</td><td></td><td>High</td><td></td><td>Normal</td></tr><tr><td>Target</td><td>100%</td><td>and</td><td>100%</td><td>and</td><td>100%</td></tr><tr><td>Minor Failure</td><td>100%</td><td>and</td><td>>90%</td><td>and</td><td>>80%</td></tr><tr><td>Moderate Failure</td><td>100%</td><td>and</td><td>>80%</td><td>and</td><td>>60%</td></tr><tr><td>Major Failure</td><td><100%</td><td>or</td><td><80%</td><td>or</td><td><60%</td></tr></table>		

Requirements addressed (refers to the SRs in Annex A of Schedule 2)	Area of Service Capability	Key Performance Indicator (KPI)	Performance Indicator (PI)	PI Weighting(1-5) 5 being most significant	Specific Measure	PI Service Period	Measurement Scope	Data Source / Measurement Method	Lead indicator required? Note - Contractor will operate rigorous MI that will provide multiple LIs. Authority has access to all of these. This column intended to reflect the most important LIs that would be published with PIs.	PI Performance Level(s)	Incentive Mechanism	Service Credit Commencement Date (and any variations in regime through Contract Term)
			1.5 The currency of FRRAs		The percentage of FRRAs that are completed and submitted to Authority Representative within the specified time period, after request of the Authority representative, and are deemed of acceptable quality by Authority DFR HQ. All FRRAs will be submitted to DFR HQ at the same time as to Authority Representative (including where applicable the Duty Holder or Head of Establishment), DFR HQ SME will review quality. Should there be no response from DFR HQ within 10 days of submission then FRRA will be deemed of acceptable quality for the purposes of this PI. DFR HQ SME means a DFR HQ-nominated individual holding suitable professional qualifications and experience to, audit and sign-off the quality and relevancy of the FRRA. Time period is measured from time of request to time of submission to Authority Representative (including where applicable the Duty Holder or Head of Establishment)	Quarterly except for the first PI Service Period which shall be measured over a 4 month period Note: measurement period to run Q1-10 days to Q2-10 days, ie. at 10 day lag, to allow for DFR HQ audit, and to encompass all FRRAs that fall due for submission in that period	MOD-wide	Contractor Report				
			1.6 The timeliness of Fire Investigations		The percentage of Fire Investigations that are completed within the target timescale of 5 working days (from either the date of attendance at a Location with Contractor at a fire station, or date of request of investigation by Authority) and within the required template. Where the complexity of the incident requires investigation by a qualified Fire Investigation Officer (ie. Level 2 or Level 3 investigation as defined in CFOI-051-2011-Ops) an initial report shall be submitted within 5 working days and the full report within a timeline commensurate with the complexity of the incident, and as agreed with the Authority at the time. In these cases, the submission of the initial report within 5 working days will satisfy this measure. Every fourth Fire Investigation shall additionally be submitted to DFR HQ at the same time as to Authority Representative (or if applicable the Duty Holder or Head of Establishment), in addition DFR HQ may request to review any Fire Investigation (i.e. not just each fourth) at the same time as it is submitted to Authority Representative. DFR HQ SME will review quality of these investigations (every fourth investigation and any additional investigations), which is factored into the Target of this PI. Should there be no response from DFR HQ within 10 days of receipt then the investigation will be deemed of acceptable quality for the purposes of this PI. DFR HQ SME means a DFR HQ-nominated individual holding suitable professional qualifications and experience to, where desired by DFR HQ, audit and sign-off the quality and relevancy of the Fire Investigation. Time period is measured from time of request to time of submission to Authority Representative (or if applicable the Duty Holder or Head of Establishment) Should the request involve an overseas (deployed or otherwise) Location without a Contractor Fire Station, reasonable allowance for travel to be added to the Time period. Reasonable allowance will be agreed between the Contractor and [nominated individual in retained HQ DFR organisation] and will not exceed: 1. Accessible by scheduled commercial transport a) Europe + 0 days b) Middle East, Africa and North America + 2 days or time taken to process any required travel permits/visas whichever is the longer. c) Rest of world + 5 days or time taken to process any required travel permits/visas whichever is the longer. 2. Not accessible by scheduled commercial transport, all areas, - the time between investigation request and earliest possible subsequent arrival of investigator using Authority Transport, allowing 24h for mobilisation of investigator (i.e. time for them to be ready to leave UK).	Monthly [Note measurement period to run M1-10 days to M2-10 days, ie. at 10 day lag, to allow for DFR HQ audit, and to encompass all Fire Investigations that fall due for submission in that period]	MOD-wide	Contractor Report				
		1.7. There are current and relevant Fire Risk Assessments (FRAs) in place to protect life safety in accordance with the RRO and Defence policy			The percentage of Fire Risk Assessments (FRAs) that are completed: For extant FRAs, within time periods specified by JSP 426, as shown below, or as varied by the Authority. - Substantial (High) risk - At least once every year - Moderate (Medium) risk - At least once every three years - Tolerable / Trivial (Low) risk - At least once every five years For newly requested FRAs in UK and permanent overseas locations, within of the date of request. For newly requested FRAs in support of deployments, within of SQEP individual's arrival in theatre (noting that timeliness of arrival of SQEP individual at UK 'purple gate' location is measured by PI 4.3). Completion includes: - Completion of the FRA assessment and template - Briefing the Authority Representative or their representative on the outcome of the FRA including any Action Plan - Forwarding a copy of the FRA to the Authority Representative and to DFR HQ if required. - Obtaining confirmation of acceptance from the Authority Representative	Monthly	MOD-wide, including UK and non-UK buildings/facilities as well as deployed and any other.	Contractor Report				
			1.8. Quality of risk assessments in place to protect life safety in accordance with the RRO and Defence policy		Percentage of Fire Risk Assessments audited by Contractor SME that are compliant with all relevant LPRG (including JSP 426), presented in the agreed format and, in the professional judgement of the SME, deemed of acceptable quality. Contractor SME means a Contractor-nominated individual holding suitable professional qualifications and experience to audit and sign-off the quality of the FRA. Qualifications held by SME will include: Level 4 Diploma in Fire Safety or equivalent. Percentages of FRAs completed each month to be audited: - 100% High risk FRAs to be audited by Contractor within 10 working days of their completion - 30% of Medium risk FRAs to be audited by Contractor within 30 working days of their completion - 5% of Low risk FRAs to be audited by Contractor within 45 working days of their completion DFR HQ retains the right to audit as many FRAs as it chooses using its own nominated SMEs holding suitable professional qualifications and experience to audit and sign-off the quality of FRAs. Qualifications held by DFR HQ SME will include: Level 4 Diploma in Fire Safety or equivalent. Should DFR HQ audit (within the 10/30/45 working days from submission for High/Medium/Low risk FRAs) result differ from Contractor audit result, then Contractor and DFR HQ shall attempt to reach agreement and then modify the PI result accordingly. If no agreement can be reached this will be resolved through Schedule 22.	Monthly	MOD-wide	Contractor / DFR HQ Report				
			1.9. Maintenance or reduction of fire related incidents		Percentage reduction in incidents achieved against baseline. Baseline will be reviewed annually with each site's baseline being the number of Incidents during the 12 month period prior to most recent IRMP sign-off or if an IRM has not yet been signed off, the calendar year prior to Phase 3 Migration. The total baseline for each scope (a,b,c) will be the aggregate of each site's within such scope. Incidents will include all reported fires (as reported to the TLB Incident Notification Cell in accordance with JSP 426 part 2 chapter 13) on the MOD permanent estate, at deployed locations and exercise locations, no matter the cause, with the exception of: fires that are directly caused by enemy or terrorist action, aircraft fires (this does not except fires that might involve aircraft, but were caused by a non-aircraft related incident) and ship fires (this does not except fires that might involve ships, but were caused by a non-ship related incident). Any changes to this definition of incidents will be dealt with as a Change in accordance with the measures set out in Schedule 10.	Annual except for the first PI Service Period	(a) UK sites with fully in-scope DFRS Response provision at time of contract award (or agreed via Change) - 70% (b) PJOB, Deployed and other non-UK sites (including Cyprus SBA) with DFRS Response Provision - 15% (c) All other MOD sites - 15%.	(a) and (b) Contractor Report (Global Fire Station Log) (c) MOD Report				
			1.10. Maintenance or reduction of fire related false alarms.		Percentage reduction in incident false alarms achieved against baseline. Baseline to be reviewed annually with each site's baseline being that from the 1 year prior to most recent IRMP sign-off or Calendar Year prior to baseline if an IRMP has yet to be signed off. Total baseline for each scope (a,b,c) to be the aggregate of each site's within such scope. False Alarms shall include all false alarms (for fire) attended by the Contractor (and those under its functional control). Any changes to this definition of false alarms will be dealt with as a Change in accordance with the measures set out in Schedule 10.	Annual except for the first PI Service Period which shall be measured over a period	(a) UK sites with fully in-scope DFRS Response provision at time of contract award (or agreed Change) - 80% (b) PJOB, Deployed and other non-UK sites (including Cyprus SBA) with DFRS Response Provision - 20%	(a) and (b) Contractor Report (Global Fire Station Log) (c) MOD Report				

Requirements addressed (refers to the SRs in Annex A of Schedule 2)	Area of Service Capability	Key Performance Indicator (KPI)	Performance Indicator (PI)	PI Weighting(1-5) 5 being most significant	Specific Measure	PI Service Period	Measurement Scope	Data Source / Measurement Method	Lead indicator required? Note - Contractor will operate rigorous MI that will provide multiple LIs. Authority has access to all of these. This column intended to reflect the most important LIs that would be published with PIs.	PI Performance Level(s)	Incentive Mechanism	Service Credit Commencement Date (and any variations in regime through Contract Term)
			1.11 The availability of Authority portal access to Contractor systems (defined as ICT under Schedule 1 (Definitions)), and the system functions thereby accessed.		The percentage of time for which the Authority portal access to the management information from the systems listed below is fully available and meets the stated performance standards. Systems Availability to measured between 8am - 8pm weekdays only. For the avoidance of doubt: # this PI does not apply to system usage in fire stations or other service delivery locations, by Authority Personnel under the Functional Control of the Contractor. # any lack of availability caused by unavailability of MOD systems or IT infrastructure is excluded from this PI	Monthly	MOD-wide	Contractor Report				
KUR SR 1354 SR 1355 SR 1116	C. Response - An effective and timely response service in support of Defence activities worldwide (with exception of Deployed Locations)	2. Provision of fire and rescue capability to mitigate the impact of Incidents that have occurred	2.1. A sufficient and timely Contractor Response capability to Airfields is provided in accordance with Schedule 2 Annex B, Schedule 2 Annex D, Schedule 2 Annex E and JSP 426 Volume 3 Leaflet 2		Percentage of Incidents, False Alarms and Simulations for which the Response capability provided matches that required by the Incidents, False Alarms and Simulation in accordance with Schedule 2 Annex B and Schedule 2 Annexes D and E or temporary variation to this plan (eg. crash category surge) as agreed with the Authority in accordance with the process set out in the Contract Management Plan - compliant with JSP 426 Volume 3 Leaflet 2 in respect of media quantities, minimum vehicles, discharge rates and all other specified parameters - and is provided within specified timescales. Specified timescales: Response time not exceeding three minutes (objective is two) to any point of each operational runway, as well as to any other part of the operating area, in optimum surface and visibility (as defined in JSP 426 Vol 3 L2). Response time is considered to be the time between the initial call to the ARFF service, and the time when the first responding vehicle(s) is (are) in position to apply foam a rate of at least 50 per cent of the discharge rate specified in Table 1 of JSP 426 Vol3 L2. Operating Area is the aircraft operating area, ie. any area in which aircraft would be normally manoeuvred or parked in addition to runways and taxiways. Response capability includes level of FRS vehicles, equipment, media and SQEP Personnel and mobilisation. All have to be at (or above) minimum level set out in Schedule 2 Annexes D and E, or that required by the nature of the incident, whichever is the smaller, to pass the PI. [Note: this is intended to capture the situation in which a small incident can be fully and effectively dealt with by only a portion of the Response provision]. In the event of simultaneous separate incidents within a single Area of Responsibility, one of which reasonably draws the full Response capability, PI only to apply to the first incident. Should the Contractor have already formally notified the Establishment of a failure or reduction in Response Availability , in accordance with the process set out in Contract Management Plan, at the Location at which an incident then occurs, or should an agreed varied Response provision be in place (as agreed with the Authority in accordance with the process set out in the Contract Management Plan), then the required capability against which this PI is measured (ie. that otherwise set out in Schedule 2 Annexes D and E) will be adjusted accordingly.	Monthly	Fully in-scope ARFF Locations	Contractor Report (Global Fire Station Log including NEIR and EIR, matched with Fire Investigations where applicable)				
			2.2. A sufficient and timely Contractor Response capability to Structural Locations (with the exception of Cyprus SBA) is provided in accordance with Schedule 2 Annex B, Schedule 2 Annex D and Schedule 2 Annex E.		Percentage of incidents, false alarms and simulations for which the Response capability provided matches that required by the incident, false alarm or simulation in accordance with Schedule 2 Annex B and Schedule 2 Annexes D and E or temporary variation to this plan as agreed with the Authority in accordance with the process set out in the Contract Management Plan. Specified timescales: per threshold level specified in Schedule 2, Annex A, SR-445. Response capability includes level of FRS vehicles, equipment, media and SQEP Personnel and mobilisation. All have to be at (or above) minimum level set out in Schedule 2 Annexes D and E, or that required by the nature of the incident, whichever is the smaller, to pass the PI. In the event of simultaneous separate incidents within a single Area of Responsibility, one of which reasonably draws the full Response capability, PI only to apply to the first incident. Should the Contractor have already formally notified the Establishment of a failure or reduction in Response Availability , in accordance with the process set out in the Contract Management Plan, at the Location at which an incident then occurs, or should an agreed varied Response provision be in place (as agreed with the Authority in accordance with the process set out in the Contract Management Plan), then the required capability against which this PI is measured (ie. that otherwise set out in Schedule 2 Annexes D and E) will be adjusted accordingly.	Monthly	Fully in-scope structural Locations, with the exception of those within Cyprus PJOB	Contractor Report (Global Fire Station Log including NEIR and EIR, matched with Fire Investigations where applicable)				
			2.3. A sufficient and timely Contractor Response capability to Sovereign Base Area (SBA) incidents (excepting ARFF incidents at RAF Akrotiri) is provided in accordance with Schedule 2 Annex B, Schedule 2 Annex D and Schedule 2 Annex E.		Percentage of incidents, false alarms and simulations for which the Response capability provided matches that required by the incident, false alarm or simulation in accordance with Schedule 2 Annex B and Schedule 2 Annexes D and E or temporary variation to this plan as agreed with the Authority in accordance with the process set out in the Contract Management Plan. Specified timescales: per threshold level specified in Schedule 2, Annex A, SR-445. Response capability includes level of FRS vehicles, equipment, media and SQEP Personnel and mobilisation. All have to be at (or above) minimum level set out in Schedule 2 Appendices B and C, or that required by the nature of the incident, whichever is the smaller, to pass the PI. [Note: this is intended to capture the situation in which a small incident can be fully and effectively dealt with by only a portion of the Response provision]. In the event of simultaneous separate incidents within a single Area of Responsibility, one of which reasonably draws the full Response capability, PI only to apply to the first incident. Should the Contractor have already formally notified the Establishment of a failure or reduction in Response Availability , in accordance with the process set out in the Contract Management Plan, at the Location at which an incident then occurs, or should an agreed varied Response provision be in place (as agreed with the Authority in accordance with the process set out in the Contract Management Plan), then the required capability against which this PI is measured (ie. that otherwise set out in Schedule 2 Annexes D and E) will be adjusted accordingly.	Monthly	Cyprus PJOB structural Locations (Akrotiri (not ARFF)) Episkopi, Troodos, Dhekalia, Ayios Nikolaos)	Contractor Report (Global Fire Station Log including NEIR and EIR, matched with Fire Investigations where applicable)				
		3. Availability of appropriate level of fire response	3.1. Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in Schedule 2 Annex B and Schedule 2 Annex D and E at Category A Priority Sites		Percentage of time (cover period as set out in Schedule 2 Annex D) for which the number of SQEP firefighters, vehicles, equipment and consumables matches or exceeds the Minimum Promulgated Levels (as defined in Schedule 1 Definitions) or 'as agreed varied' with Authority Representative at Category A Locations (as set out in Annex B to Schedule 2) 'as agreed varied' means short term increases in provision (e.g. crash category surge) or decreases (e.g. temporarily decreased activity levels, or notified cessation of flying or reduction in promulgated category during operating hours) that are agreed through the process set out in the Contract Management Plan. SQEP also covers personnel meeting the required operational fitness standards.	Monthly	Category A Locations	Contractor Report (Records of ARFF category reductions per JSP 426 Appendix 2 Annex A and Global Fire Station Log)				
			3.2. Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in Schedule 2 Annex B and Schedule 2 Annex D and E at Category B Priority Sites		Percentage of time (cover period as set out in Schedule 2 Annex D) for which the number of SQEP firefighters, vehicles, equipment and consumables matches or exceeds the Minimum Promulgated Levels as defined in Schedule 1 or as agreed varied with Authority Representative at Category B Locations (as set out in Annex B to Schedule 2). 'as agreed varied' means short term increases in provision (e.g. crash category surge) or decreases (e.g. temporarily decreased activity levels, or notified cessation of flying or reduction in promulgated category during operating hours) that are agreed through the process set out in the Contract Management Plan. SQEP also covers personnel meeting the required operational fitness standards.	Monthly	Category B Locations	Contractor Report (Records of ARFF category reductions per JSP 426 Appendix 2 Annex A and Global Fire Station Log)				
			3.3. Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in Schedule 2 Annex B and Schedule 2 Annex D and E at Category C Priority Sites		Percentage of time (cover period as set out in Schedule 2 Annex D) for which the number of SQEP firefighters, vehicles, equipment and consumables matches or exceeds the Minimum Promulgated Levels as defined in Schedule 1 or as agreed varied with Authority Representative at Category C Locations (as set out in Annex B to Schedule 2). 'as agreed varied' means short term increases in provision (e.g. crash category surge) or decreases (e.g. temporarily decreased activity levels, or notified cessation of flying or reduction in promulgated category during operating hours) that are agreed through the process set out in the Contract Management Plan. SQEP also covers personnel meeting the required operational fitness standards.	Monthly	Category C Locations	Contractor Report (Records of ARFF category reductions per JSP 426 Appendix 2 Annex A and Global Fire Station Log)				
			3.4. Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in Schedule 2 Annex B and Schedule 2 Annex D and E at Category D Priority Sites		Percentage of time (cover period as set out in Schedule 2 Annex D) for which the number of SQEP firefighters, vehicles, equipment and consumables matches or exceeds the Minimum Promulgated Levels as defined in Schedule 1 or as agreed varied with Authority Representative at Category D Locations (as set out in Annex B to Schedule 2). 'as agreed varied' means short term increases in provision (e.g. crash category surge) or decreases (e.g. temporarily decreased activity levels, or notified cessation of flying or reduction in promulgated category during operating hours) that are agreed through the process set out in the Contract Management Plan. SQEP also covers personnel meeting the required operational fitness standards.	Monthly	Category D Locations	Contractor Report (Records of ARFF category reductions per JSP 426 Appendix 2 Annex A and Global Fire Station Log				

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KUR SR 1170 SR 1115	D. Deployed capability and Exercises - The deployable elements of the Fire & Rescue capability (incl. EAW) (vehicles, equipment and trained personnel) are made available for deployment and remain fit-for-purpose to provide effective and timely response	4. Availability of assets, manpower and resources available to support Operations and potential Operations, and to meet Exercises.	4.1 The Capability to provide manpower, assets and resources to meet Deployments		Quantity of SQEP firefighters, available 'ready to run' Vehicles, available equipment and available consumables held at R2. Note available Vehicles not to include those being used to meet minimum levels of sufficiency at Response locations and therefore already included within PIs 3.1, 3.2, 3.3 and will not be double counted. DFR HQ able to audit all monthly reports that detail availability: SQEP firefighters at R2 will be TG8 regulars and therefore the Authority can internally validate against AML; Vehicles and Equipment report to be auditable against source (to which the Authority will have access), and physical presence.	Monthly	Service-wide	Contractor Report, current list of R2 nominated personnel (AML)				
			4.2 The Capability to provide manpower, assets and resources to meet Deployments in order to meet the military planning assumptions and commitments (Further 2x ICA08 (5A) @ R3).		Quantity of SQEP firefighters, available 'ready to run' vehicles, available equipment and available consumables held at R3. Note available vehicles not to include those being used to meet minimum levels of sufficiency at Response locations and therefore already counted within PIs 3.1, 3.2, 3.3 and will not be double counted. SQEP firefighters at R5 may include SRs or CONDO, as well as regular TG8. Former will be auditable against Retain rostering system, and consequent backfill against nominated backfillers list - either Retain or contractual arrangements. DFR HQ able to audit all monthly reports that detail availability: SQEP firefighters at R3 will be TG8 and therefore the Authority can internally validate against AML; Vehicles and Equipment report to be auditable against source RedKite AMS data (to which the Authority will have access), and physical presence.	Monthly	Service-wide	Contractor Report, current list of R3 nominated personnel (AML)				
			4.3 The initial deployment of personnel, vehicles, equipment and consumables to meet requirements deployment Note: We have split PI 4.3 as was into two PIs to reflect (4.3) the initial deployment and (4.4) the subsequent maintenance of capability.		The quantity of SQEP personnel, vehicles, equipment and consumables that are delivered on time, and (for vehicles, equipment and consumables) correctly packaged and labelled, to UK Purple Gate.	Monthly	Deployments	Contractor Report				
			4.4 Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in the agreed Deployment Plan or IRMP Response Plan, at deployed locations.		Percentage of time (cover hours) for which the number of SQEP firefighters, vehicles, equipment and consumables matches or exceeds the Minimum Promulgated Levels, agreed within IRMP Response Plan or Deployment Plan, determined and agreed through the process set out in the Contract Management Plan, or as thereafter agreed varied through the process set out in the Contract Management Plan. 'as agreed varied' intended to capture agreed short term decreases (e.g. temporarily decreased activity levels or notified cessation of flying during operating hours). PI 4.4 is only active once all personnel, vehicles, equipment and consumables delivered to Purple Gate by the Contractor (satisfying PI 4.3) have been received at the in-theatre delivery location. For ARFF locations this means compliant with per JSP 426 Volume 3 leaflet 2, including, where it has not been possible to undertake a full TRA, with the recommended firefighting requirements detailed in Annex E. Where it has been possible to undertake a full TRA this will mean compliant with TRA outputs, undertaken iaw JSP 426 Vol 3 L2 Annex E E4. For a non-ARFF location this will mean compliant with the Response Plan and then, once/if it has been possible to undertake an IRMP compliant with the signed-off Response Plan of the IRMP. Minimum Promulgated Levels will include any specific training, vehicle or other requirements required. SQEP also covers personnel meeting the required operational fitness standards.	Monthly	Deployments	Contractor Report (Records of ARFF category reductions per JSP 426 Appendix 2 Annex A and Global Fire Station Log)				
			4.5 The Capability to provide manpower, assets and resources to meet Exercise requirements and any other non-deployment response requirements not at a permanent Location.		Percentage of time (exercise duty hours) for which the number of SQEP firefighters, vehicles, equipment and consumables matches or exceeds the Minimum Promulgated Levels as defined in the Response Plan for the exercise or other non-deployment, non-permanent Location response requirement*, determined and agreed through the process set out in the Contract Management Plan. For ARFF locations this means compliant with per JSP 426 Volume 3 leaflet 2, including, where it has not been possible to undertake a full TRA, with the recommended firefighting requirements detailed in Annex E. Where it has been possible to undertake a full TRA this will mean compliant with TRA outputs, undertaken iaw JSP 426 Vol 3 L2 Annex E E4. For a non-ARFF location this will mean compliant with the Response Plan and then, once/if it has been possible to undertake an IRMP compliant with the signed-off Response Plan of the IRMP. Minimum promulgated levels to include any specific training, vehicle or other requirements required. SQEP also covers personnel meeting the required operational fitness standards. *eg. Air shows, aircraft trials, final flights etc.	Monthly	Exercise and other non-permanent, non-deployment response requirements.	Contractor Report				
KUR SR 1352 SR 238 SR1308	E. Military and MOD civilian training - The enduring training requirement for military and MOD civilian personnel is met, with delivery of training courses modernised where appropriate	5. Availability of the correct number of appropriately trained and qualified personnel	5.1 Provision of professional and non-professional fire related trained personnel - SOTT Adherence		The percentage of courses finished each month that are run as per SOTT - start date, finish date and volume of places available. Average to be weighted by length (full-time person training days) of course. Agreement of the SOTT (with the Training Requirements Authority) will fix the scheduling of Phase 2 courses and thus determine idle times in the event of back-fighting.	Monthly	Service-wide	Contractor (TPMO) Report				

Requirements addressed (refers to the SRs in Annex A of Schedule 2)	Area of Service Capability	Key Performance Indicator (KPI)	Performance Indicator (PI)	PI Weighting(1-5) 5 being most significant	Specific Measure	Measurement				Performance/Incentive		
						PI Service Period	Measurement Scope	Data Source / Measurement Method	Lead indicator required? Note - Contractor will operate rigorous MI that will provide multiple LIs. Authority has access to all of these. This column intended to reflect the most important LIs that would be published with PIs.	PI Performance Level(s)	Incentive Mechanism	Service Credit Commencement Date (and any variations in regime through Contract Term)
			5.2 Provision of appropriately trained and qualified Military Phase 2 trainee Firefighters to the Authority (Basic Recruit Course)		Average annual Phase 2 first time pass rate. Measured and reported per course. Any Service Credit deduction applied at the end of each year to average pass rate (trainee based average rather than time-based average) in order to recognise volume of trainees completing course per month is variable. In accordance with DSAT, the standards to be achieved in training, the specific Pass and Fail criteria and the consequences of failure are stipulated in the endorsed Assessment Strategy and associated Assessment specifications for each course. First Time Pass Rate for courses to be defined as the percentage of trainees who start a course who then go on to pass that course within the allocated time. The percentage will exclude any non-attributable reasons for not passing or completing a course and any reasons beyond the control of the Contractor, such as welfare, compassionate, medical disciplinary, specific Learning Difficulty (spLD) or Service Reasons (deployment, reassignment, command-directed absence/exit from the course) reasons. Non-attributable reasons will be validated by the military Officer Commanding of the RAF 'House' at the FSC. Back-fighting (i.e. a trainee being moved 'back' to a subsequent course due to a failure to meet the required standard) will count as a fail unless back-flighted for a defined non-attributable reason. Phase 2 passes will be assessed, as currently, by military instructors delivering the course (aided by TE civilian instructors), with the Commanding Officer of the RAF 'House' taking overall responsibility for maintaining the standards of achievement in accordance with the endorsed Assessment Strategy and Assessment specifications. First Time Pass Rates will be monitored formally through the CEB and will be subject to 2nd party audit by MOD Fire and Rescue Management Organisation.	Annual	Military Firefighters	Contractor (TPMO) Report				
			5.3 Provision of appropriate Supervisory Care to Military trainees		TE Supervisory Audit Report Score. TE Supervisory Care monthly audit process and report to be agreed between Authority and the Contractor and to include the Contractor TE requirements especially with respect to Supervisory Care of Phase 2 Trainees, and other applicable areas within Supervisory Care. To include: Duty of Care; Security; Welfare; Accommodation requirements (including catering); Maintenance of the Military ethos, Incorporation of Military Training requirements not included in the Fire and Rescue training syllabus. Contractor audit to be signed off by the Officer Commanding proposed RAF establishment at TE. Audit process and report to be agreed post agreement of Commander's Risk Assessment and Supervisory Care Directive. [NOTE: A draft Supervisory Care Audit form is included in the SCA tab. To be finalised and agreed once the SCD and CRA has been undertaken].	Monthly	Training Establishment	Contractor (TPMO) Report				
			5.4 Provision of Phase 3 training courses		Average annual Phase 3 Training course first time pass rate Courses within scope: All professional training delivered to military firefighters by the Contractor except for Phase 2. Measured and reported per course. Any Service Credit deduction applied at the end of each year to average pass rate (trainee based average rather than time-based average) in order to recognise volume of trainees completing course per month is variable. In accordance with DSAT, the standards to be achieved in training, the specific Pass and Fail criteria and the consequences of failure are stipulated in the endorsed Assessment Strategy and associated Assessment specifications for each course. First Time Pass Rate for courses to be defined as the percentage of trainees who start a course who then go on to pass that course within the allocated time. The percentage will exclude any non-attributable reasons for not passing or completing a course and any reasons beyond the control of the Contractor, such as welfare, compassionate, medical disciplinary, specific Learning Difficulty (spLD) or Service Reasons (deployment, reassignment, command-directed absence/exit from the course) reasons. Non-attributable reasons will be validated by the military Officer Commanding of the RAF 'House' at the FSC. Back-fighting (i.e. a trainee being moved 'back' to a subsequent course due to a failure to meet the required standard) will count as a fail unless back-flighted for a defined non-attributable reason. Phase 3 passes will be assessed, as currently, by military instructors delivering the course (aided by TE civilian instructors), with the Commanding Officer of the RAF 'House' taking overall responsibility for maintaining the standards of achievement in accordance with the endorsed Assessment Strategy and Assessment specifications. First Time Pass Rates will be monitored formally through the CEB and will be subject to 2nd party audit by MOD Fire and Rescue Management Organisation.	Annual except for the first PI Service Period which shall be measured over a 8 month period	Military Firefighters	Contractor (TPMO) Report				
			5.5 Provision of non-professional fire related trained personnel appropriately trained and qualified for fire-safety related roles (e.g. fire warden)		Non-professional fire related training first time pass rate, for trainees finishing course in month. Courses within scope: UFSM, UFSW, UFSAT, EXT MT, UFSNCO, FAAW, FAAWI, FS Mod 1, FS Mod 2, FS Mod3 Measured and reported per course, and any Service Credit deductions applied monthly based on rolling 3 month average (recognising that there is some variation in volume per month, but less than re 5.2 and 5.4, rolling average to absorb course mix effect) In accordance with DSAT, the standards to be achieved in training, the specific Pass and Fail criteria and the consequences of failure are stipulated in the endorsed Assessment Strategy and associated Assessment specifications for each course. First Time Pass Rate for courses to be defined as the percentage of trainees who start a course who then go on to pass that course within the allocated time. The percentage will exclude any non-attributable reasons for not passing or completing a course and any reasons beyond the control of the Contractor, such as welfare, compassionate, medical disciplinary, specific Learning Difficulty (spLD) or Service Reasons (deployment, reassignment, command-directed absence/exit from the course) reasons. Non-attributable reasons will be validated by the military Officer Commanding of the RAF 'House' at the FSC. Back-fighting (i.e. a trainee being moved 'back' to a subsequent course due to a failure to meet the required standard) will count as a fail unless back-flighted for a defined non-attributable reason. Non-professional first time passes will be assessed by suitably qualified instructors delivering the course in accordance with the endorsed Assessment Strategy and Assessment specifications. First Time Pass Rates will be monitored formally through the CEB and will be subject to 2nd party audit by MOD Fire and Rescue Management Organisation.	Monthly	Service-wide	Contractor (TPMO) Report				
			5.6 Quality of Course Design		The percentage of courses, following First Party Audit (by TPMO), which are DSAT compliant and approved as delivering a successful training activity which meets the training need, as part of the JSP 822 mandated Training Design Review. Design outputs (per course) will include: - The content (Enabling Objectives/Key Learning Points/Knowledge, Skills & Attitudes) - The delivery methods and media - The design process and maintenance of quality records Should Second Party Audit result differ from Contractor (TPMO) audit result, then Contractor and DFR HQ shall attempt to reach agreement and then modify the PI result (in the same quarter and/or retrospectively including any consequent Service Credits that would have been due) accordingly. If no agreement can be reached this will resolved through Schedule 22.	Quarterly except for the first PI Service Period which shall be measured over a 2 month period (All courses to be reviewed at least once per year in accordance with DSAT)	Service-wide	First Party Audit - Contractor (TPMO) Report Second Party Audit - CTS 22 (Trg) Gp (CEB WG)				
			5.7. TE Delegate Satisfaction Rating		Delegate Satisfaction Rating (1 low - 5 high) aggregated for all courses delivered. Based on the existing FSC Delegate Feedback process. Satisfaction rating will be measured and reported per course, but any Service Credit deductions applied monthly to the average rating. This average to be a weighted average across all courses completed within the month, weighted by the number of trainee days (actual number of trainees x course duration).	Monthly	Service-wide	Contractor (TPMO) Report				
KUR SR 1354 SR 1355 SR 1116	F. Provision of equipment and resources - The requirement to provide all necessary equipment and resource to Royal Navy aircraft Handlers and Multi-Activity Contracts is met such that they are able to provide an effective and timely response service	67. Availability of assets and resources to meet RNAH / MAC requirements	6.1. Availability of Contracted levels of serviceable equipment and resources to meet the required levels for Response at Category A Priority Sites		Percentage of time (operating hours) for which number of vehicles, equipment and consumables matches or exceeds the minimum promulgated levels set out in Schedule 2 Annex E for each Category A (as defined in Schedule 2 Annex B) RNAH/MAC Location. Excluded from the measure will be any off the run time that is caused by (a) failure of the RNAH/MAC operator to carry out Level 1 (ie. operator responsibilities) maintenance activities per OEM/Contractor instruction or (b) negligent damage by the RNAH/MAC operator caused to vehicles and/or equipment which renders them unserviceable	Monthly	In-scope RN and Contractor operated Category A Locations	Contractor Report				
			6.2. Availability of Contracted levels of serviceable equipment and resources to meet the required levels for Response at Category B Priority Sites		Percentage of time (operating hours) for which number of vehicles, equipment and consumables matches or exceeds the minimum promulgated levels set out in Schedule 2 Annex E for each Category B (as defined in Schedule 2 Annex B) RNAH/MAC Location. Excluded from the measure will be any off the run time that is caused by (a) failure of the RNAH/MAC operator to carry out Level 1 (ie. operator responsibilities) maintenance activities per OEM/Contractor instruction or (b) negligent damage by the RNAH/MAC operator caused to vehicles and/or equipment which renders them unserviceable	Monthly	In-scope RN and Contractor operated Category B Locations	Contractor Report				
			6.3 Availability of sufficient serviceable equipment and resources to meet the required levels for Response at Category C Priority Sites		Percentage of time (operating hours) for which number of vehicles, equipment and consumables matches or exceeds the minimum promulgated levels set out in Schedule 2 Annex E for each Category C (as defined in Schedule 2 Annex B) RNAH/MAC Location. Excluded from the measure will be any off the run time that is caused by (a) failure of the RNAH/MAC operator to carry out Level 1 (ie. operator responsibilities) maintenance activities per OEM/Contractor instruction or (b) negligent damage by the RNAH/MAC operator caused to vehicles and/or equipment which renders them unserviceable	Monthly	In-scope RN and Contractor operated Category C Locations	Contractor Report				

Requirements addressed (refers to the SRs in Annex A of Schedule 2)	Area of Service Capability	Key Performance Indicator (KPI)	Performance Indicator (PI)	PI Weighting(1-5) 5 being most significant	Specific Measure	Measurement			Performance/Incentive		
						PI Service Period	Measurement Scope	Data Source / Measurement Method	Lead indicator required? Note - Contractor will operate rigorous MI that will provide multiple LIs. Authority has access to all of these. This column intended to reflect the most important LIs that would be published with PIs.	PI Performance Level(s)	Incentive Mechanism	Service Credit Commencement Date (and any variations in regime through Contract Term)
			6.4 Availability of sufficient serviceable equipment and resources to meet the required levels for Response at Category D Priority Sites		Percentage of time (operating hours) for which number of vehicles, equipment and consumables matches or exceeds the minimum promulgated levels set out in Schedule 2 Annex E for each Category D (as defined in Schedule 2 Annex B) RNAH/MAC Location. Excluded from the measure will be any off the run time that is caused by (a) failure of the RNAH/MAC operator to carry out Level 1 (ie. operator responsibilities) maintenance activities per OEM/Contractor instruction or (b) negligent damage by the RNAH/MAC operator caused to vehicles and/or equipment which renders them unserviceable	Monthly	In-scope RN and Contractor operated Category D Locations	Contractor Report				

NOTES:

All relevant content in JSP 898 covering wider support to trainees has now been incorporated into JSP 822 (V2.1 Dec 16). In particular, Part 1 of JSP 822, which is the direction that must be followed in accordance with policy mandated by Defence and includes all supervisory care requirements for initial training.

The FSC Supervisory Care Audit Form is based on the recognised Defence 1st Party Audit Report template in JSP 822 and auditing will be conducted in accordance with the auditing process identified under Element 4 of the DSAT inventory of activities, Assurance.

The FSC will conduct a monthly audit of the supervisory care regime and audit against specific MTS activities and risks identified in the Commander's Risk Assessment (CRA). The audit process will check that the required controls and risk mitigation measures are in place and are being implemented and, as a result, will provide evidence of conformance with the JSP 822 policy for supervisory care. The evidence for conformance relies heavily on 3 key documents: the CRA, Supervisory Care Directive (SCD) and the Training Quality Manual (TQM).

SUPERVISORY CARE: AUDIT CHECKLIST

Detailed assessment of each MTS activity or risk will be made to identify any non-conformities or any negative or positive observations in accordance with the audit guidance provided in JSP 822 (Annex C to JSP 822, Part 2, Chapter 1, Section 1.5). In some cases, as a minimum, a simple statement of conformance will be recorded as a positive observation.

The monthly completed forms will support the annual 1st Party Audit process, which applies the same process across all aspects of DSAT mandated activities. It forms the basis of the FSC's self-declaration of conformity and provides the foundation for CI.

list	
Conform	1
Conform - a	0.75
Minor non-	0.5

Audit Reference:		Auditor Name:	
Audit Date:		Signature:	

	220	**100%**	
		220	

Activity/Risk	Compliance (Controls and Risk Mitigation)	Audit Points available	Audit Rating	Audit Points earnt	Non-conformity/Observation	Policy Direction/Guidance
Bullying, harassment & discrimination	• FSC complies with all MoD Equality, Diversity and Inclusion policy. • The detailed management of trainees in accordance with MoD policy is outlined within the SCD and TQM. • Permanent staff are made aware of the zero tolerance approach to bullying, harassment & discrimination through induction and at appraisals. • All staff undertake regular E&D training iaw Defence Training and Education Leaflet titled 'Equality, Diversity and Inclusion Training and Education. • Disciplinary procedures are conducted iaw JSP 763 & 831. • Administrative action is conducted via QR1027. • All new personnel must read and sign at induction to confirm that they understand the TQM direction on professional and social relationships. • All investigations are handled with sensitivity, in order to allow instructors to return to the Trg environment if there is no case to answer. • Parties are removed if the allegations against them are proven.	10	Conform	10		**Commander's Risk Assessment (CRA) (DSAT 5.11):** JSP 822, Part 1, Chapter 1, Section 1.1, Paragraph 35 JSP 822, Part 1, Chapter 2, Section 2.1-2.7 JSP 822, Part 2, Chapter 1, Section 1.4, Paragraph 44 **Trainee and Trainer Management (DSAT 5.14):** JSP 822, Part 1, Chapter 1, Section 1.1, Paragraph 41 JSP 822, Part 1, Chapter 2, Section 2.1-2.7 JSP 822, Part 1, Chapter 2, Section 6 JSP 822, Part 2, Chapter 1, Section 1.4, Paragraph 48 **Defence Trainer Capability (DSAT 3.1):** JSP 822, Part 1, Chapter 4 JSP 822, Part 2, Chapter 1, Section 1.4
Alcohol and drug abuse	• FSC complies with all MoD drugs and alcohol polices. • Detailed management of trainees in accordance with MoD policy is outlined within the SCD. • Permanent staff are made aware of their responsibilities towards alcohol misuse, both to themselves and to trainees. • All staff are to undertake regular training iaw Defence Training and Education Leaflet 'Substance Misuse Training' and JSP 835. • Wide publicity of the dangers of irresponsible drinking through awareness campaigns. • Parented support from stn Medical Centre. • MoD compulsory drug testing policy.	10	Conform	10		
At risk register	• The detailed management of trainees to provide support to vulnerable trainees in accordance with MoD policy is outlined within the SCD and TQM. • An 'At Risk Register' is maintained to record and monitor all trainees who are particularly vulnerable to harassment, bullying or discrimination; those who have personal, educational or welfare problems that could affect their performance or health; and those potentially at risk of radicalisation, self-harm or suicide. • Membership of parented welfare committee and attendance of welfare forum, where 'At Risk' personnel are notified to stakeholders (confidentiality paramount). • Clear procedures for actions to take on suicide and self harm incidents in the SCD, including follow-up action (welfare register and notifiable to HQ Air Cmd). • A trainee individual care system and risk register for 'At Risk' trainees is operated and detailed in the SCD. • Register reviewed by OC weekly and communication channels established with all parties within the Supervisory Care Regime, in particular, Phase 1 training.	10	Conform	10		
Governance and structure of care and welfare regime	• The FSC Chain of Command is the primary means through which the Supervisory Care regime is administered. • The FSC organisation chart details the established roles and responsibilities, including the additional responsibilities of military trainers to provide welfare support and deliver Airmen Development training. • Support is provided by a number of experts and trained professional welfare practitioners, accessed directly or through RAF Halton. • Close working relationships are maintained between the chain of command, medical, welfare and pastoral staff in accordance with best practice. • Parented welfare personnel in place including OC PMS, SSAFA, SCSO, CDO, HIVE IO, all of which can provide welfare support and assistance. • Detailed types of welfare support provided in the SCD.	10	Conform	10		
Levels of supervision and support	• The CRA and SCD details the most appropriate levels of supervision and provision of accessible welfare support is in place at all times. • Supervisory Care ratio of 1:20 during working hours, supported by detailed arrangements for out-of-hours, implemented through a duty staff roster is detailed in the SCD. • Arrangements are communicated to all trainees through training, briefing and documentation. • Mentoring and support is provided to all trainees at all times throughout their training at FSC, ranging from support and advice on emotional issues such as homesickness to more practical issues such as financial awareness. • Welfare support is provided through an organised system of nominated training development coordinators, uniformed and non-uniformed, tying in very closely with the Airmen Development programme.	10	Conform	10		
Staff training	• The TQM and SCD outlines the mandated training requirements for all posts and ensures that they are included in staff terms of reference and Job Specifications. • Staff training for Phase 2 requirements meets MoD policy regarding Supervisory Care iaw JSP 822, Defence Trainer Capability (3.1). • All military personnel posted into the FSC are suitably qualified and experienced. • Civilian staff nominated to support delivery of military Phase 3 training must complete the required training iaw JSP 822. • Support provided for completion of the Defence Workplace Training Portfolio within 6 months of taking up post as well as ongoing professional development • Staff training competencies are recorded on JPA on completion of both centralised and workplace training.	10	Conform	10		

Supervision of under 18s and vulnerable adults	• Detailed management of U18 trainees in accordance with MoD policy in JSP 822 and JSP 893 is outlined within the SCD, including specific supervision, mentoring and monitoring arrangements. • CRB checks are conducted and the COT course is mandated for all staff delivering formal training and/or involved in the supervisory care of trainees. • 'At Risk Register' is maintained, supported by an in-house FSC Welfare Committee with further support from RAF Halton (access to specialist support and various welfare forums). • U18 policy in the SCD includes parent contact protocol. • Specific legal issues such as access to gambling and alcohol are detailed in the SCD. • All clubs and Youth Activities involving U18 attendees have CRB checked instructors and members.	10	Conform	10	
Health and Safety risks for all training	• Recognition by management that fire fighter training by its very nature exposes trainees to a heightened level of risk. • Course documentation includes comprehensive risk assessment and management. • Risk assessment in training activities covered within the course content to ensure trainees are aware of the risks inherent within training. • CRA monitors and manages risk assessment process for training. • CWO is nominated as Safety, Health and Environmental (SHE) representative on the FSC SHE committee. • Existing policies, procedures iaw with legal requirements for fire fighter training already in place and maintained at the FSC	10	Conform	10	
Discipline and remedial training	• CWO is established to maintain standards and Service discipline in accordance with AP1: Ethos, Core Values and Standards in the RAF. • Core directives and orders included in the SCD and TQM provide clear direction on behaviour, personal standards and disciplinary consequences should they not be upheld. • Military ethos training, drill and routine inspections will all contribute to the maintenance of discipline. • All remedial training is managed as part of a documented Training Performance Review process in accordance with JSP 822, Remedial Training in Initial Training. • Disciplinary cases may be referred up to 22 (Trg) Group through the normal P1 channels, involving HQ Air Manning and the TG8 sponsor as required.	10	Conform	10	
Accommodation and infrastructure	• Accommodation comprises of multi occupancy rooms iaw with 22 (Trg) Gp guidance for initial training, this will include segregated male and female facilities. • Development of existing ARFF Fire Station facility and a new-build RAF House designed specifically iaw JSP 315. • Excellent standard of accommodation maintained and routine inspections are conducted as detailed in the SCD - close liaison between duty of care staff and works contractors. • Maintenance of cleanliness and accommodation standards embedded in Airmen Development training. • FSC Works Plan and various contractors are in place for routine and on-call building maintenance. • Accommodation Health and Safety advisor on-site.	10	Conform	10	
Dental and medical provision	• Full provision of dental and medical services will be in place for all military personnel at FSC through off-site arrangements and access to specialist support through RAF Halton. • First-aid roster maintained and there are 4 defibrillation kits on the site. •Transport to off-site facilities will either be facilitated by dedicated vehicles for the RAF House on a self-drive basis or by calling the emergency services. •Trainees and permanent staff will be able to access emergency facilities through the FSC Duty callout system detailed in SCD. • How to access to support for mental health problems is detailed in the SCD.	10	Conform	10	
Welfare and recreational facilities	• Excellent welfare facilities in place adapted for Phase 2 trainees - dedicated and shared facilities maintained. • Clear direction on the use of facilities given in the SCD. • Welfare facilities maintained to a very high standard and recreational facilities in local area are good. • Facilities include gym, swimming pool, TV rooms, bars, alcohol free recreational areas, internet access areas, catering facilities (segregated dining provided for Phase 2), library, shop, vending and cashpoint. • Support of the firefighters Chaplaincy with a weekly visit by the resident Chaplain. • Well-established Chapel and a multi-faith room.	10	Conform	10	
Trainees on holdover/awaiting training or discharge	• Holding policy detailed in the SCD is based on RAF Halton or parent unit holding trainees until a course at FSC becomes available. • Trainees on holdover receive full Supervisory Care iaw SCD. • Access to welfare facilities maintained. • RAF Halton or parent unit provides capability for further extended holds. • Efficient and effective SOTR management system and ongoing liaison with RAF Halton and 22 Group will ensure that instances of SNLIT and SATT are minimised.	10	Conform	10	
Robust training	• All training at FSC meets MoD principles of robust training iaw JSP 822. • Training analysis and design processes, including methods and media selection that identify levels of acceptable risk to produce highly contextualised training are detailed in the FSC TQM.	10	Conform	10	
Weapon safety and security	• Armoury facility maintained at the FSC and availability extended for RAF use iaw JSP 440, including drill if weapons required for ceremonial purposes. • Weapon safety and security maintained iaw with JSP 822, Weapon Safety and Security in Initial Training and Defence Training and Education Leaflet, Personal Weapon Handling and Shooting Training.	10	Conform	10	
Access to specialist support and external agencies	• SCD provides details of MOD experts that may be required for consultation as part of the supervisory care regime. • Support incudes medical, including psychiatric support, specialist counselling and Specific Leaning Difficulties (SpLD). • Contact details and services listed in the SCD of all Service charities and local welfare support organisations.	10	Conform	10	
Training performance review process	• FSC Training Performance Review Process (TPRP) recognised as a core training management process and a key part of the overall FSC Training Strategy. • Details of the TPRP, including exact procedures, roles and responsibilities, timescales and authority detailed in the TQM. • Outcomes and potential decisions from the process, including remedial training, cease training and disciplinary action are recognised as having potential significant supervisory care implications and managed through the CRA and SCD.	10	Conform	10	
SpLD	• SpLD managed iaw JSP 822, Defence Direction for Education and Development (6.1 SpLD) • Detailed management of trainees is outlined within the SCD and TQM. • Staff are trained to recognise and manage SpLD. • Test results for dyslexia and dyspraxia conducted at RAF Halton, RTS prior to arrival and through parented unit are provided to FSC as required.	10	Conform	10	
Literacy and numeracy	• Literacy and numeracy (Functional Skills) are managed iaw JSP 822, Defence Direction for Education and Development (6.2 Literacy and Numeracy (Functional Skills). • Requirements are met through assessment, support, design and development of training.	10	Conform	10	
Radicalisation risk/behaviour	• FSC recognises the risk of radicalisation, identified in the CRA and detailed guidance is provided in the SCD on how to identify, report and deal with suspected radicalisation. • FSC is aware of the PREVENT pillar of the Government's CONTEST strategy.	10	Conform	10	
Airmen Development (Air Power, ethos, leadership and deployed ops).	• Requirements for Airmen development driven by close liaison with the Generic Education and Training Wing (GETW) and based on Force Development Training Objectives (TOs) identified for Phase 2 training. • Generic Phase 2 TOs will be delivered military staff supported by Capita TE staff where appropriate, through the proposed 'RAF House' construct and achieved through a combination of classroom teaching, practical sessions, briefings, visits, Force Development (including Adventurous Training, deployed operations training and activities involving the local community.	10	Conform	10	

Generic military training (All mandated Defence training in accordance with Defence Training and Education Leaflets, including physical training).	• Requirements for mandated professional training are detailed in the SCD and TQM iaw Defence Training and Education Leaflets (e.g. Security training, education and awareness, physical training, values, standards and ethos training, stress management and resilience training, substance misuse training and equality, diversity and inclusion training and education). • An average of 5 periods of physical training included in each week's training programme. • Fitness and sports facilities at the FSC made available for formal programmed aspects of the Phase 2 syllabus and accessible to all trainees during opening hours.	10	Conform	10	

	Denominator (B)					Nominator (A)							
PI	**System(s) in which data held**	**Data held in system(s)**	**Responsibility for input / update**	**Regularity of update**	**Responsibility for assuring value**	**System in which data held**	**Data held in system(s)**	**Responsibility for input / update**	**Regularity of update**	**Responsibility for assuring value**	**Process to calculate PI**	**Format of output presented to Authority**	**Variation to process through Mobilisation and Migration**
Guidance	Identify the system(s) within which the master data to inform the denominator (B) is held and updated	Indicate which elements of data used to establish the denominator (B) are held in which system	Identify the role(s) within Capita and / or the Authority that are responsible for maintaining the correct denominator (B). Where there is more than one role, indicate the elements for which they are responsible	Indicate how often the denominator (B) will be reviewed and updated and at what point in the reporting cycle	Identify the role(s) within Capita responsible for ensuring that the data used to calculate the denominator (B) is accurate	Identify the system(s) within which the master data to inform the nominator (A) is held and updated	Indicate which elements of data used to establish the nominator (A) are held in which system	Identify the role(s) within Capita and / or the Authority that are responsible for maintaining the correct nominator (A). Where there is more than one role, indicate the elements for which they are responsible	Indicate how often the nominator (A) will be reviewed and updated and at what point in the reporting cycle	Identify the role(s) within Capita responsible for ensuring that the data used to calculate the nominator (A) is accurate	Specify the process by which the data held in the systems identified is used to calculate the PI in each PI Service Period	Specify the format(s) of the report(s) that will provide information to the Authority on the performance against this PI in each PI Service Period	Specify the process by which PIs will be calculated if there is any variation (e.g. due to systems not being online) through Mobilisation and Migration
Example - note intended to provide an indication of the level of detail sought, and not reflective of the Authority's understanding or expectations of the Bidder's solution. This row would be deleted prior to Contract Award													
1.1 The currency and relevancy of Integrated Risk Management Plans	MS Excel					CFO				CFO			
1.2 The availability of fire-safety related advice to Defence as provided through telephone advice line or e-mail	Capita Call Logger		FRSPO Fire Control	Per request and reply	Head of FRA Team (senior SQEP Fire Safety Advisor)			Nominated fire safety advisor	Per reply	Head of FRA Team (senior SQEP Fire Safety Advisor)			
1.3 The quality of fire-safety-related advice to Defence as provided through telephone advice line or e-mail	Capita Call Logger			Weekly	Head of Operational Support Group			Nominated auditor	Per completion of audit	Head of FRA Team (senior SQEP Fire Safety Advisor)			
1.4 The implementation of F&R services in accordance with the Duty Holder-agreed Prevent Plan and Protect Plan.			Fire Station Manager	Per IRMP and then per any change.	Fire Station Manager's line manager (Group or Area Manager)			Watch Manager or Fire Station Manager	Per action completion	Fire Station Manager, their line manager.			
1.5 The currency of FRRAs	MS Excel			Per request	Nominated Area Manager	MS Excel		Spa individual undertaking FRRA	Per status change	Nominated Area Manager			
1.6 The timeliness of Fire Investigations			Watch Manager	Per fire	Relevant Area Manager	MS Excel		SQEP individual undertaking fire investigation	Per status change	Relevant Area Manager			
1.7 There are current and relevant Fire Risk Assessments (FRAs) in place to protect life safety in accordance with the RRO and Defence policy	database		Fire Risk Assessment team		Head of Operational Support			Fire Risk Assessor undertaking FRA	Per FRA	Head of Operational Support			
1.8 Quality of risk assessments in place to protect life safety in accordance with the RRO and Defence policy	database				Head of Operational Support			SQEP individual undertaking audit	as Audits are completed	Head of Operational Support			
1.9 Maintenance or reduction of fire related incidents			Attending OIC	Per incident	Fire Station Manager			Attending OIC	Per incident	Fire Station Manager			
1.10 Maintenance or reduction of fire related false alarms.	per 1.9 but for false alarms rather than incidents												
1.11 The availability of Authority portal access to Contractor systems, and the system functions thereby accessed.			Automated	Continuous	ICT Manager (Operations Support)			Automated	Continuous	ICT Manager (Operations Support)			No variation required.
2.1 A sufficient and timely FRSPO Response capability to Airfields is provided in accordance with agreed IRMP Response Plan and JSP 426 Volume 3 Leaflet 2			Fire Station Manager	Agreed Change (to S2)	Relevant Area Manager			Attending OIC - incident information / Watch Manager - competency information	per incident / per training event	Fire Station Manager			
2.2 A sufficient and timely FRSPO Response capability to Strategic Asset locations (with the exception of Cyprus SBA) is provided in accordance with agreed IRMP Response Plan			Fire Station Manager	Agreed Change (to S2)	Relevant Area Manager			Attending OIC - incident information / Watch Manager - competency information	per incident / per training event	Fire Station Manager			
2.3 A sufficient and timely FRSPO Response capability to Sovereign Base Area (SBA) incidents (excepting ARFF incidents at RAF Akrotiri) is provided in accordance with agreed IRMP Response Plan	per 1.2 but for SBA Locations.												
3.1 Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in the agreed IRMP Response Plan, at Category A Priority Sites			Fire Station Manager	Agreed Change (to S2)	Relevant Area Manager			Watch Manager	per watcher watch inspections/checks	Fire Station Manager			
3.2 Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in the agreed IRMP Response Plan, at Category B	per 3.1 but for Category B												
3.3 Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in the agreed IRMP Response Plan, at Category C Priority Sites	per 3.1 but for Category C												
3.4 Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in the agreed IRMP Response Plan, at Category D	per 3.1 but for Category D												
4.1 The Capability to provide manpower, assets and resources to meet Deployments in-clear to meet the military planning assumptions and commitments (Initial 2x ICAO6 (6) R2).	MS Excel	MS Excel - number of SQEP individuals required	Head of Operations Planning	Agreed Change (to S2)	Head of Operations Planning	MS Excel	MS Excel - named individuals nominated and at R2	MS Excel - Operations Planner / Watch Manager supervising relevant daily inspections	per event and minimum daily	MS Excel - Head of Operations Planning / FSM at 'base' location			
4.2 The Capability to provide manpower, assets and resources to meet Deployments in order to meet the military planning assumptions and commitments (Further 2x ICAO6 (6) R3).	per 4.2 but for Category further 2x ICAO 6.												
4.3 The initial deployment of personnel, vehicles, equipment and consumables to meet requirements deployment	MS Excel	MS Excel - register of all deployment demands	Head of Operations Planning	On instance	Head of Operations Planning	MS Excel	MS Excel - register of actual #SQEP personnel	MS Excel - Operations Planner / Watch Manager at 'base' location	per event / per watch	MS Excel - Head of Operations Planning / FSM at 'base' location			

4.4 Availability of sufficient personnel, vehicles, equipment and consumables to meet the required level of fire Response, as specified in the agreed Deployment Plan or IRMP Response Plan, at deployed locations.	Manual Fire Station Log-book [note if DII/MODnet access is available in deployed Fire Station location then will be per 3.1, this entry assumes DII/MODnet access not available]	Fire station log book will be held in each fire station and WM will record availability of personnel, vehicles, equipment and consumables to meet promulgated levels at the start of each watch (and then any variances thereafter). In the absence of ICT systems into which WM would record this information at each station, at the end of each week an exception report will be prepared by Fire Station Manager and submitted to HQ.	Watch Manager / Fire Station Manager	Per change in availability or watch (minimum) / Per week (exception report)	Head of Operations Support	Manual Fire Station Log-book	Fire station log book will be held in each fire station and WM will record availability of personnel, vehicles, equipment and consumables to meet promulgated levels at the start of each watch (and then any variances thereafter). In the absence of ICT systems into which WM would record this information at each station, at the end of each week an exception report will be prepared by Fire Station Manager and submitted to HQ.	Watch Manager / Fire Station Manager	Per change in availability or watch (minimum) / Per week (exception report)	Head of Operations Support	Weekly exception reports will be prepared by Fire Station Manager and submitted to HQ. Head of Operations Support will maintain an MS Excel list of all exceptions (ie. non-availability of service), from which PIs will be generated by MI analyst or incorporation in Financial Simulator	Detailed PI report that presents current period's performance and that across (rolling) last 12 months against target. Commentary presented against any issues detailing actions that have been taken to address. Financial Simulator report that details of overall financial impact this period and year to date.	No variation, manual system.

| 4.5 The Capability to provide manpower, assets and resources to meet Exercise requirements and any other non-deployment response requirement not at a permanent Location. | per 4.4 but for Exercises and other non-deployment non permanent requirement. | | | | | | | | | | | |

| 5.1 Provision of professional and non-professional fire related trained personnel - SOTT Adherence | | will monitor the actual resources allocated and training delivered in year for comparison against the SOTT programme. | Training Establishment - Planner / Scheduler [Having been approved by the Training Delivery Manager and Officer Commanding (OC)] | SOTT Programme - annually, and thereafter as agreed with the Authority. | Training Provider Management Organisation (TPMO) - Training Director | | will monitor the actual resources allocated and training delivered in year for comparison against the SOTT programme. | Training Establishment - Planner / Scheduler | Actuals - minimum weekly | Training Provider Management Organisation (TPMO) - Training Director | At the end of each service period the TE Planner will run a report from that measures each completed course's compliance with programmed start date, finish date and # places. PI will then be calculated according to the method detailed in S6A. Value will be passed to MI analyst for incorporation in financial simulator to calculate overall impact. | Detailed PI report that presents current period's performance and that across (rolling) last 12 months against target. Commentary presented against any issues detailing actions that have been taken to address. | Up until transfer of TE to FSC (from DFTDC Manston), it is intended for the existing DFR capability and reporting regime to continue (expected to be Excel-based). During Mobilisation Capita will evaluate this existing regime against the SRD, and identify any additional workaround measures to be implemented from Migration (and prior to transfer) in order to achieve the PI's MI requirements. |

| 5.2 Provision of appropriately trained and qualified Military Phase 2 trainee Firefighters to the Authority (Basic Recruit Course) | | will also monitor # trainees per course (denominator for this PI), and result achieved by each trainee (pass (nominator), fails - including reasons for failure (incl. non-attributable)) | Training Establishment - Planner / Scheduler [Having been approved by the Training Delivery Manager and Officer Commanding (OC)] | Per course. | Training Provider Management Organisation (TPMO) - Training Director | Learning and Training Management System (LTM) [existing FSC system] | will also monitor # trainees per course (denominator for this PI), and result achieved by each trainee (pass (nominator), fails - including reasons for failure (incl. non-attributable)) | Training Establishment - Planner / Scheduler | Upon course completion. | Training Provider Management Organisation (TPMO) - Training Director | At the end of each service period the TE Planner will run a report from that generates pass rate across all Phase 2 courses completed in period. PI will then be calculated according to the method detailed in S6A. Value will be passed to MI analyst for incorporation in financial simulator to calculate overall impact. | Detailed PI report that presents current period's performance and that across (rolling) last 12 months against target. Commentary presented against any issues detailing actions that have been taken to address. Financial Simulator report that details of overall financial impact this period and year to date. | Up until transfer of TE to FSC (from DFTDC Manston), it is intended for the existing DFR capability and reporting regime to continue (expected to be Excel-based). Capita will evaluate this existing regime against the SRD, and identify any additional workaround measures to be implemented from Migration (and prior to transfer) in order to achieve the PI's MI requirements. |

| 5.3 Provision of appropriate, JSP 898 compliant, wider support to Military trainees | MS Excel | MS Excel register of compliance with respect to Supervisory Care of Phase 2 Trainees, and other applicable areas within JSP 898. To include: Duty of Care; Security; Welfare; Accommodation requirements (including catering); Maintenance of the Military ethos, Incorporation of Military Training requirements not included in the Fire and Rescue training syllabus. Audit to be signed off by Officer Commanding RAF establishment at TE. Audit process and report to be agreed post agreement of Commander's Risk Assessment and Supervisory Care Directive. Denominator/Nominator split not relevant to this PI as will be scored against audit form, ie. denominator = 100%. | Training Establishment - TG8 Admin Clerk | Monthly | Officer Commanding RAF Establishment at TE / Training Provider Management Organisation (TPMO) - Training Director | MS Excel | MS Excel register of compliance with respect to Supervisory Care of Phase 2 Trainees, and other applicable areas within JSP 898. To include: Duty of Care; Security; Welfare; Accommodation requirements (including catering); Maintenance of the Military ethos, Incorporation of Military Training requirements not included in the Fire and Rescue training syllabus. Audit to be signed off by Officer Commanding RAF establishment at TE. Audit process and report to be agreed post agreement of Commander's Risk Assessment and Supervisory Care Directive. Denominator/Nominator split not relevant to this PI as will be scored against audit form, ie. denominator = 100%. | Training Establishment - TG8 Admin Clerk | Monthly | Officer Commanding RAF Establishment at TE / Training Provider Management Organisation (TPMO) - Training Director | At the conclusion of each monthly audit TG8 Admin Clerk will pass score to MI analyst for incorporation in financial simulator to calculate overall impact. | Detailed PI report that presents current period's performance and that across (rolling) last 12 months against target. Commentary presented against any issues detailing actions that have been taken to address. Financial Simulator report that details of overall financial impact this period and year to date. | No variation to system through Mobilisation and Migration. PI will be active after , roles indicated left will need to be temporarily mapped to extant training organisation structure for reporting of PI prior to transfer of TE to FSC. During Mobilisation Capita will determine this mapping. |

| 6.4 Provision of Phase 3 training courses | per 5.2 but for Phase 3 training courses | | | | | | | | | | | | |
| 5.5 Provision of non-professional fire related trained personnel appropriately trained and qualified for fire-safety related roles (e.g. fire warden) | per 5.3 but for Phase 3 training courses | | | | | | | | | | | | |

| 5.6 Quality of Course Design | MS Excel | MS Excel register will hold the results of each course audit. Denominator/Nominator split not relevant to this PI as will be scored against audit form, ie. denominator = 100%. | TPMO Compliance Team (individual from which leading audit) | Per completed audit. | Training Provider Management Organisation (TPMO) - Training Director | MS Excel | MS Excel register will hold the results of each course audit. Denominator/Nominator split not relevant to this PI as will be scored against audit form, ie. denominator = 100%. | TPMO Compliance Team (individual from which leading audit) | Per completed audit. | Training Provider Management Organisation (TPMO) - Training Director | At the conclusion of each Quarter MI analyst will access register and calculate total number of courses that pass of, total number courses audited. Will be incorporated in financial simulator to calculate overall impact. | Detailed PI report that presents current period's performance and that across (rolling) last 12 months against target. Commentary presented against any issues detailing actions that have been taken to address. Financial Simulator report that details of overall financial impact this period and year to date. | No variation to system through Mobilisation and Migration. PI will be active after , roles indicated left will need to be temporarily mapped to extant training organisation structure for reporting of PI prior to transfer of TE to FSC. During Mobilisation Capita will determine this mapping. |

| 5.7. TE Delegate Satisfaction Rating | | Learners complete end of course evaluations via the FSC's online system portal. Monthly reports containing both qualitative and quantitative data are produced from the system – a summary report containing the 'highlights' and trends; and a full report containing all the data in detail. Denominator/Nominator split not relevant to this PI as will be scored against audit form, ie. denominator = 100%. | Trainees, with support of TE Trainee Support. | Per completed course. | Training Provider Management Organisation (TPMO) - Training Director | | Learners complete end of course evaluations via the FSC's online Learning and Training Management system portal. Monthly reports containing both qualitative and quantitative data are produced from the system – a summary report containing the 'highlights' and trends; and a full report containing all the data in detail. Denominator/Nominator split not relevant to this PI as will be scored against audit form, ie. denominator = 100%. | Trainees, with support of TE Trainee Support. | Per completed course. | Training Provider Management Organisation (TPMO) - Training Director | At the end of each month, automatic report will be run from LTM providing average satisfaction rating for all courses completed within the month (by TE Planner/Scheduler). Result will be passed to MI analyst for incorporation in financial simulator to calculate overall impact. | Detailed PI report that presents current period's performance and that across (rolling) last 12 months against target. Commentary presented against any issues detailing actions that have been taken to address. Financial Simulator report that details of overall financial impact this period and year to date. | No variation to system through Mobilisation and Migration. PI will be active after , roles indicated left will need to be temporarily mapped to extant training organisation structure for reporting of PI prior to transfer of TE to FSC. During Mobilisation Capita will determine this mapping. |

| 6.1. Availability of Contracted levels of serviceable equipment and resources to meet the required levels for Response at Category A Priority Sites | | minimum complement of equipment/vehicles. to be >= sufficient | Equipment Manager / Vehicles Manager | Agreed Change (to S2) | Relevant Area Manager (ie. within whose Area fire station is located) | | equipment, vehicle, consumable availability. | If relevant RNAH / MAC Location is utilising AMS (which will be available to them) then Watch Manager at Fire Station will directly enter as for fully in-scope Fire Stations. If not in direct use by Location, then will kept current for relevant Fire Stations by Equipment and Vehicles Managers, via exception - ie. vehicle/equipment deemed serviceable until notified (as would happen anyway for remedial action) by Fire Station. | If direct - utilisation - per watch (minimum) / If indirect - per exception | (RNAH/MAC) Fire Station Manager / Equipment Manager / Vehicle Manager | MI Data Analyst will run monthly report that calculates availability, # recovered (within requisite period) failures, # unrecovered (within requisite period), if failures to reduced cat but unaffecting flying operations for Category Locations and then manually enter this data into Financial Simulator, which then generates overall financial impact. | Detailed PI report that presents current period's performance and that across (rolling) last 12 months against target. Commentary presented against any issues detailing actions that have been taken to address. Financial Simulator report that details of overall financial impact this period and year to date. | This PI will commence at . From it is intended for the existing DFR capability and reporting regime to continue (expected to be Excel-based). During Mobilisation Capita will evaluate this existing regime against the SRD, and identify any additional measures to be implemented from Migration (and prior to Transformation) in order to achieve the PI's MI requirements. |

6.2. Availability of Contracted levels of serviceable equipment and resources to meet the required levels for Response at Category B Priority Sites	per 6.1 but for Category B												
6.3 Availability of sufficient serviceable equipment and resources to meet the required levels for Response at Category C Priority Sites	per 6.1 but for Category C												
6.4 Availability of sufficient serviceable equipment and resources to meet the required levels for Response at Category D Priority Sites	per 6.1 but for Category D												