

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

31 MARCH 2014

1. **AN ANALYSIS OF PROGRESS OF CORPORATE PERFORMANCE AGAINST 'THE PLAN' – QUARTER THREE 2013/2014**

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 THAT the Committee note the status of the Service's key Performance Indicators in the third quarter of 2013/2014 (Appendix 1).
- 1.2 THAT the Committee note the progress made in delivering the six strategic objectives contained in 'The Plan' 2013/2016 (Appendix 1).

2. **PURPOSE OF REPORT**

This report is submitted to provide the Committee with an analysis of the organisation's performance against 'The Plan' for 2013/2014.

3. **BACKGROUND**

- 3.1 The third Corporate Performance Review Meeting of 2013/2014 took place on 6th February 2014. This quarterly meeting which is attended by the Chair of the Scrutiny Committee, Corporate Board and Strategic Managers provides a joined up method of managing performance and for providing assurance around the ongoing performance of 'The Plan'.

Performance Indicators:-

3.2 The setting of targets against the operational and other performance indicators enables the Service to: define in key areas the improvements which contribute to making West Midlands safer and manage the resources allocated to this work. The Service is improving and meeting targets across a range of indicators.

3.3 Appendix 1 details performance against our:-

- Operational Performance Indicators;
- Health and Safety Performance Indicators;
- Human Resources Performance Indicators; and
- Strategic Objectives as outlined in 'The Plan' and milestones due for completion within the second quarter of 2013/2014.

3.4 Operational Performance Indicators

There is one area where performance has deteriorated and has not met the PI targets, PI 1 - the number of accidental fires in dwellings. There are two areas where performance has improved but has not met the PI targets, PI 13 – the number of home safety check points achieved by the Brigade and PI 14 – the percentage of home safety checks delivered to those at high risk.

3.5 Health and Safety Performance Indicators

The total number of injuries is above the target for this quarter.

3.6 Human Resources Performance Indicators

Performance has deteriorated and has not met the PI target for PI 17 – the percentage of uniformed employees with a disability, PI 18 – the percentage of non-uniformed and Fire Control employees with a disability, PI 19 – the percentage of all employees with a disability, PI 26 - the average number of working days/shifts lost due to sickness – uniformed employees,

PI 27 – the average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff and PI 28 – the average number of working days/shifts lost due to sickness – all staff.

3.7 Strategic Objectives

Four of the six corporate action plans are currently meeting the PI target/plan expectations. One plan has deteriorated and has not met the PI/plan targets - 'Vulnerable People' and one plan; the performance has improved but has not met the PI/plan targets 'Our People'. Full details can be found in Appendix 1.

Programmes and Projects:

- 3.8 The alignment of the Building upon Success Programme to normal business is now complete with Directors having the accountability for projects within their respective Directorates.
- 3.9 The introduction of a new programme and project system is currently under investigation to provide a future framework to enable for the successful delivery of programmes and projects. This will include due consideration to the formal reporting structures for programmes and projects within the performance management framework.

Corporate Risk:

- 3.10 Corporate Risks are those risks that, if realised, would seriously affect the Service's ability to carry out its core functions or deliver key objectives.
- 3.11 In accordance with the Corporate Risk Management Strategy, all risks maintained within the Corporate Risk Register have been reviewed by Senior Risk Owners in order to update the relevant triggers, impacts and control measures and determine a relevant risk score, if appropriate, based on assessment of likelihood and impact.

- 3.12 Following review of the relevant risk items, the risk rating level for seven of the risks remain at 'Medium'. Two risks, Risk 1 and Risk 5 have remained unchanged at 'High' and two risks; Risk 4 and Risk 10 are classed as 'Low'.
- 3.13 A report of progress against our Corporate Risks is reported separately to the Audit Committee.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The matters contained in this report will not lead to a policy change.

5. **LEGAL IMPLICATIONS**

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

6. **FINANCIAL IMPLICATIONS**

- 6.1 The level of response, protection and prevention resources required to achieve the targets for the operational indicators shown in Appendix 1, were considered as part of the Authority's 2013/2014 budget setting process which established a total budget requirement of £107.224 million. As part of the Authority's 2014/2015 budget setting process, the current year's budget has been revised and it is estimated that £3.9 million would be transferred to general balances as at the end of December 2013 actual expenditure was £73.108 million compared to a profiled budget of £73.183 million resulting in a £0.075 million underspend. Based on Best Value Accounting Code of Practice the estimated cost of staff engaged in prevention work, including an element for watch based firefighters for 2013/2014 is £15 million.

- 6.2 The cost of delivering services which contribute to the performance achievements comprise goods such as smoke alarms and staff time. The staff time includes those who are solely engaged in prevention work and watch based staff that provide emergency response as well as prevention services.
- 6.3 The full year revised budget for smoke alarms and other supporting materials in 2013/2014 is £332k. Actual expenditure as at the end of December 2013 was £180k. Expenditure for the third quarter is in line with the profiled revised budget.

BACKGROUND PAPERS

'The Plan 2013-16' Strategic Objectives – Level 2 action plans
Corporate action plan updates
Corporate Risk 'Position Statements'
18th February 2013/2014 Budget Setting Authority Paper

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PHIL LOACH
CHIEF FIRE OFFICER

Key:-	
Green	Performance is meeting/exceeding the PI/Plan forecasts
Orange	Performance has improved but has not met the PI/Plan forecasts
Red	Performance has deteriorated and has not met PI/Plan forecasts

APPENDIX 1

Performance Summary 2013/2014

Quarter 3

Corporate Objective: <u>Advise & Enforce</u> We will advise & enforce on fire safety issues across the West Midlands to comply with fire safety legislation			
Overall Assessment of Performance: Performance is meeting the PI/Plan forecasts			
2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 5 The number of accidental fires in non-domestic premises			
484	486	404	<ul style="list-style-type: none"> There has been a reduction of 16.5% (80 incidents) compared to the same period last year. Fires in manufacturing or industrial premises made up only 12.4% of the total incidents. The incidents for 2013/14 are 16.9% below target. Performance is meeting the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 11 The number of false alarm calls due to fire alarm equipment in non-domestic premises			
2475	2478	2226	<ul style="list-style-type: none"> False alarm calls due to fire equipment in non-domestic premises have reduced by 10.1% (249 incidents) compared with last year. The proportion of incidents attended in Birmingham has risen from 44.3% of the total in 2012/2013 to 47.8% of the total in 2013/2014. Local authority hospitals account for 20% of the incidents in 2013/2014 (446 incidents). <p>Performance is meeting the PI/plan forecasts</p>

Level 2 Action Plan Summary:

- **Develop an overarching Risk Reduction Strategy** – A new fire safety ‘strategic organisation and delivery’ document has been produced which supports the overarching risk reduction strategy, however, this will be rewritten to encompass prevention, protection and response following the move into the Operations Directorate.
- **Implement centralised fire safety functions** – This work is now completed.
- **Introduce Location Independent Working (LIW)** – The new Intelligence Led Audit Programme workbooks were tested, training is now completed and released. The new smart phoned were trialled and then rolled out to all Location Independent Working staff, then tablets were trialled and purchased ready for roll out in January 2014.
- **Develop & Deliver a training package to support flexi-duty officers** – The presentation was well received by two Command Groups and feedback provided. Remaining training to be delivered by fire safety training officers to the remaining command groups.
- **Fire Safety Training Officer to be trained to quality assure/internally verify fire safety competence** – Work continues to verifier standards.
- **Influence the CFA review of the National Fire safety Audit** – The Audit and Data Gathering Group met and the recommendations were accepted.

Performance Summary 2013/2014 - Quarter 3

Corporate Objective: <u>Anti Social Behaviour & Arson</u> We will improve the quality of life & economic prosperity of local communities			
Overall Assessment of Performance: Performance is meeting the PI/Plan forecasts			
2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 4 The number of arson fires in dwellings			
201	261	204	<ul style="list-style-type: none"> There has been an increase of 1.5% (3 incidents) in arson fires in dwellings in the first three quarters of 2013/2014 this is 21.8% below the target figure. Fires started in purpose built flats/maisonettes accounted for 50% of the total in the first 9 months of 2013/2014 while arson fires in terraced houses accounted for 14.2% of incidents in 2013/2014. Performance is meeting/exceeding the PI/plan forecasts
PI 6 The number of arson fires in non-domestic premises			
126	174	130	<ul style="list-style-type: none"> Arson fires in non-domestic properties have increased by 4 incidents; this is still 25% below the target figure. Incidents in Wovlerhampton have doubled from 10 to 20, while incidents in Dudley have dropped by 47.6% (21 to 11 incidents). Performance is meeting/exceeding the PI/plan forecasts
PI 7 The number of arson vehicle fires			
428	606	501	<ul style="list-style-type: none"> The number of arson vehicle fires has increased by 17.1% when compared to 2012/2013 this is below the target of 606. 76% of the incidents show the source of ignition as a naked flame. Performance is meeting/exceeding the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 8 The number of arson rubbish fires			
2048	2877	2099	<ul style="list-style-type: none"> • There has been an increase of 2.5% (51 incidents). • The figure is still 27% below target. • The largest percentage increase is in Wolverhampton. 36.1%, (61 incidents). • Performance is meeting/exceeding the PI/plan forecasts
PI 12 The number of arson fires in derelict buildings			
141	134	122	<ul style="list-style-type: none"> • Incidents have decreased by 13.5% (19 incidents). • Performance is meeting/exceeding the PI/plan forecasts
Level 2 Action Plan Summary: <ul style="list-style-type: none"> • To review & enhance the effectiveness of referral schemes & protocols in place – Progress with regard to evaluation has not progressed as expected due to structural changes not being fully implemented. An Alfresco site has been set up and will be used as a one stop shop for plans and other Arson & Anti Social behaviours initiatives/referral schemes. Work towards achieving formal recognition of 'Marmot Partner' status will extend through 2014/15 as this work is still in the early stages. The work of the Arson Task Force is being combined with FRIS to form a new team. • Use established protocols to horizon scan in each command – This milestone has not advanced further however it is anticipated that newly appointed Operations Commanders will provide a stable foundation for the gathering of information. The new appointed command leads will be carrying out SWOT & PESTLE analysis. Data sharing between WMFS and West Midlands Social Housing Group is in its advanced stages with sensitive data provided by partners that can be analysed electronically and can identify high HSC point scorers. • Work with partners to target & deliver Arson & ASB within each command – Arson Task Force have further developed links with social landlords currently hosting West Midlands Social Housing Group. A seminar has taken place where 37 representatives from across the housing sector attended. Whitefriars who are a member of the Housing Group are fitting sprinklers into seven high rise blocks. 			

- **Integrate working practices of the Arson Task Force, Fire Safety Statistics** – There has been some improvement and increased engagement over the past nine months there remains further work to be completed, not least the rebalancing of work previously undertaken by the Arson Task Force into new work streams for FRIS and Operational Commands.

Performance Summary 2013/2014

Quarter 3

Corporate Objective: Dealing Effectively With Incidents

We will deliver a safe, economic, efficient and effective emergency response service

Overall Assessment of Performance:

Performance is meeting the PI/Plan forecasts

Level 2 Action Plan Summary:

- **Site Risk Survey** – The product user specifications have been agreed with ICT. The full SRS will go live July 2014. The site specific information workbook to be completed by April 2014. The training package has been commissioned and is due March 2014.
- **Equipment & Technology** – There has been further engagement with research and development trials and suggestions. Visits to stations and departments to increase involvement and understanding is planned for April/May. 31 stations are involved in equipment trials/projects.
- **Exercises** – Exercise equipment 'Battle Box' has been introduced to support exercise planning and delivery. Reminder sent to Station Commanders to complete tactical decision making exercises for COMAH (control of major accident hazards) site within station area.
- **Arrive to Perform** – Cable entanglement routine notice has been completed and due to be release so the training can begin with an Ecademy package and exercises for COMAH within station area.
- **Resilience Arrangements** – The impact of Industrial Action on the emergency response planning team has resulted in dealing effectively with incident objectives not being met for this quarter. Colleagues from the local Authority and Health sections have been invited and attended Hydra/Minerva sessions.
- **Competitions** – A working group has been established to see how we can engage our employees in competitions. There has been good take up on the technical quiz and WMFS are winners of the national BA competition.

- **Joint Emergency Services Interoperability Programme** – All training has been scheduled, additional trainer capacity has been sourced with the help of Operations and catch up courses will take place in January.
- **WMAS Protocol** – Consultation complete on RED 1 incidents. Presentation and report delivered, awaiting Authority approval on next steps.
- **Water Supplies** – Report complete, it makes recommendations, including a letter to the Minister seeking an exemption from legislation.
- **Resource Management** – Fire Control's policies and procedures updated to BRV changes.
- **Incident Command** – A one day module has been produced and is available on global training courses.
- **Water Rescue** – This is on hold awaiting the outcome of the National Operational Guidance review.
- **High Rise** – Implementation plan and milestones agreed, operational and training note out for consultation.
- **Reaction Times** – the reaction times dashboard has been launched. A revised set of guidance was distributed to every Watch Commander along with a stopwatch and a letter which included their current performance standard. A FAQ video was released as a different approach to communication. This objective will change from 'reaction times' to 'attendance times'.
- **Extended duration Breathing Apparatus** – A review document has been produced utilising the findings from operational intelligence. The report is waiting for feedback from the DCFO regarding next steps and recommendations to SAG.
- **Operational Intelligence** – A full review of this objective will be completed to ensure the milestones still reflect the desired outcomes.
- **Command Support Vehicle** – The project proposal goes to tender at the beginning of February.
- **Station Self Assessments** – All new planned simulations and exercises have been signed off by the DEWI lead. A new objective has been agreed for the development of future exercises.

- **Injuries** – Nine stations have been visited for communications visits. The injury/near hit/violence data has shown a declining performance on the previous quarter with two specified injuries (fractures) being of particular concern.
- **TRACS** – All objectives have been met and the go live date is 6th January 2014. A monitoring period will now be put in place to evaluate the impact of the changes.
- **Critical Incident Debrief** – Agreed new mobilising protocols, recording system with Occupational Health around the debrief of personnel. Agreed training package re defusing and Family Liaison Officer training to be included in this.
- **Operational Orders** – No progress due to waiting for the outcomes of National Operational Guidance programme to clarify our objectives.
- **New Threats** – Continue to contribute to the national programme.
- **Relief's and Welfare** – Proposal two relating to toilet facilities presented to strategic leads, further analysis on this area is required.

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
There are currently no Performance Indicators aligned to this Corporate Objective.			

Performance Summary 2013/2014

Quarter 3

Corporate Objective: <u>Environment</u>			
Overall Assessment of Performance: Performance is meeting the PI/Plan forecasts			
2012/2013 Actual	2013/2014 Forecast	2013/2014 Actual To Date	
PI 21 To reduce our carbon emissions			
8669	8496	Annual Figure Only	
PI 22a To reduce gas use on stations (units are Mwh)			
17,847 mwh	14,659 mwh	7,624 mwh	<ul style="list-style-type: none"> • Performance remains on target due to a mild winter to date. • There are no significant site issues to report.
PI 22b To reduce electricity use on stations (units are Mwh)			
6,250 mwh	5,988 mwh	3,551 mwh	<ul style="list-style-type: none"> • Performance remains on target due to a mild winter to date. • Since Qtr 2, Stourbridge and Erdington's electricity usage improved for October and November. Foleshill and Canley showed improvement for November and October respectively. • Sutton Coldfield, Binley, Tipton, Solihull, Walsall and Dudley stations are showing increases on the previous quarter. • Bickenhill is showing a significant decrease in October but a significant increase in November.

Performance Summary 2013/2014

Quarter 3

Corporate Objective: Health and Safety

Overall Assessment of Performance:

Performance has deteriorated and has not met the PI/Plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 19 The total number of injuries			
93	97	114	<ul style="list-style-type: none"> The target for the total number of injuries has been exceeded by 17 injuries on the forecast. This is largely accounted for by two incidents, 11 injuries being recorded at the Smethwick Incident and 4 injuries at a Road Traffic Collision involving Highgate. The number of injuries within Birmingham Command has increased in the year to date from 21 to 50. 45% of injuries have occurred at incidents and 55% have occurred during routine work and training.
PI 20 Total RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)			
11	11	14	<ul style="list-style-type: none"> 8 of the 14 injuries is a slip, trip or fall. Slips, trips and falls remain the main cause of injury.

Performance Summary 2013/2014

Quarter 3

Corporate Objective: Our People

We will develop a skilled, motivated and flexible workforce reflective of our community, who are focused on continually improving the services we provide to our community

Overall Assessment of Performance:

Performance has deteriorated and has not met the PI/Plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
HR PI 17 The percentage of uniformed employees with a disability			
2.27%	2.27%	2.19%	<ul style="list-style-type: none"> In April 2013 there were 37 uniformed employees who had declared that they had a disability, there are now 35. A small number of uniformed staff with a disability are due to retire this year and none of the recruits have a disability. Performance has deteriorated and has not met the PI/plan forecasts
HR PI 18 The percentage of non uniformed and Fire Control employees with a disability			
6.01%	6.01%	5.80%	<ul style="list-style-type: none"> In April 2013 there were 35 non-uniformed employees with a disability, there are now 30. A third of employees have not declared whether or not they have a disability. Performance has deteriorated and has not met the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
HR PI 19 The percentage of all employees with a disability			
3.26%	3.26%	3.08%	<ul style="list-style-type: none"> • Performance has deteriorated and has not met the PI/plan forecasts
HR PI 20 The percentage of women firefighters			
4.30%	4.70%	4.60%	<ul style="list-style-type: none"> • There are 73 female uniformed staff (3 of whom are trainee firefighters). • Performance has improved but has not met the PI/plan forecasts
HR PI 21 The percentage of uniformed employees from ethnic minority communities			
12.35%	12.35%	12.54%	<ul style="list-style-type: none"> • Two of the trainee firefighters and three of the recruits are from Black or Minority Ethnic (BME) communities. • Seven BME uniformed staff are eligible for retirement before the end of March 2014. • Performance is meeting the PI/plan forecasts
HR PI 22 The percentage of non uniformed and Fire Control employees from ethnic minority communities			
15.12%	15.12%	16.63%	<ul style="list-style-type: none"> • Performance is meeting the PI/plan forecasts
HR PI 23 The number of all employees from ethnic minority communities			
13.08%	13.08%	13.54%	<ul style="list-style-type: none"> • Performance is meeting the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
HR PI 26 The average number of working days/shifts lost due to sickness – uniformed staff			
3.32	3.32	3.95	<ul style="list-style-type: none"> Uniformed sickness has increased by 19% compared to the same period last year, but has decreased by 3% compared to the same period two years ago (2011). Performance has deteriorated and has not met the PI/plan forecasts
HR PI 27 The average number of working days/shifts lost due to sickness – non uniformed staff & Fire Control			
7.44	6.70	8.31	<ul style="list-style-type: none"> Non-uniformed and Fire Control sickness has increased by 12% compared to the same period last year (2012); but has decreased by 3% compared to the same period two years ago (2011). Performance has deteriorated and has not met the PI/plan forecasts
HR PI 28 The average number of working days/shifts lost due to sickness – all staff			
4.25	4.09	4.88	<ul style="list-style-type: none"> Performance has deteriorated and has not met the PI/plan forecasts
Level 2 Action Plan Summary: <u>Workforce Planning – Recruitment, Selection & Retention</u> Recruit and develop a new intake of firefighters <ul style="list-style-type: none"> Written tests commenced in December 2013 for the recruitment of an additional 49 firefighters. Practical tests and interviews planned for early 2014. 			

Implement the Progression Model for all of our people and evaluate its effectiveness

- A further review of the Grey Book progression model has been undertaken with Operations.

Predict future staffing levels and requirements and have effective plans for managing attrition, talent and for succession planning

- The Workforce Planning strategy and guide to succession planning has been developed and will be presented to Corporate Board in January 2014.

Provide effective Health & Safety, Occupational Health and Wellbeing services that support people in work

- Exemption from the changes to the asbestos regulations is being sought by the Chief Fire Officers Association (CFOA), we are awaiting further guidance. It is hoped that Fire and Rescue Services will be able to continue with 3 yearly medicals rather than 2 yearly as directed in the regulations.
- A balance score card for Health and Safety activity has been developed and is to be published on the intranet site. The four dimensions of performance cover checks and audits, processes/policies, competences, injuries and absences.

Organisational Development & Cultural Change

Further develop the culture to enable greater freedom based around values and personal accountability

- The Investors in People review took place in October 2013. A report was provided which stated that WMFS had made good progress in nearly all areas identified for further development.
- To maintain the Investors in People status a full assessment should take place by 25th April 2015.
- A Qualification Pathways document has been created for grey and green book employees in addition to existing learning activities and to support the implementation of the Progression Model.

Develop individuals using the IPDS framework to ensure that they have a clear understanding of what is expected from them and by equipping them with the skills, knowledge and experience (people, process and systems) to deliver sustainable improvements

- An Ecademy practitioner group has been established with representatives from all areas who are actively involved in contributing ideas to the upgraded platform.

Strengthen our leadership capability and continue to develop and grow leaders at all levels

- The requirements for the Leading Excellence Programme are being finalised. The programme requirements are to be tendered by February 2014 so that contracts can be in place by September 2014.

Embed effective equality strategies, delivering our equality objectives to achieve equality outcomes

- The Equality Workforce Monitoring Data has been published.
- The Authority Scrutiny Committee and Corporate Board continue to receive quarterly updates with regard to progress against the Services Equality Objectives.

Learning & Development

Provide career enrichment opportunities through secondments, work placements, mentoring, shadowing and other development initiatives

- The development of Ecademy and the transition to the upgraded version has been built to accommodate resources and tools which will continue to support and enable a learner led approach.

Employee Engagement

Provide support to the Service to reduce and mitigate risk regarding Emergency Response and long term resilience planning in relation to period of industrial unrest.

- HR have worked closely with the Emergency Planning Team to develop strategies and plans to support the resilience of the Service during periods of industrial action.

Provide HR support to the shared fire control project working in conjunction with Staffordshire

- Maintaining regular contact with the HR lead from Staffordshire, leading on 'Terms and Conditions' for the transfer of employees.
- Development approach to voluntary redundancy, supporting managers and providing information to employees.

Performance Summary 2013/2014 - Quarter 3

Corporate Objective: Road Safety

We will improve the road safety through targeted action

Overall Assessment of Performance:

Performance is meeting/ exceeding the PI/Plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 15 The number of people killed and seriously injured in Road Traffic Collisions			
985	980	592 (Data not up to date)	<ul style="list-style-type: none"> • Current data is not complete so should only be taken as provisional data. • There have been 58 fatalities across the West Midlands during 2013. • The spread of accidents focus on Car Occupants, Pedestrians and Motor Bikes. • Prevention work from all Local Authorities is being reduced still due to cuts in local authority spending. • The West Midlands Road Safety Partnership programme for 2013/14 is limited due to funding. The only prevention activity in schools, sixth forms and colleges is via the WMFS Road Casualty Reduction Team.
Level 2 Action Plan Summary: <ul style="list-style-type: none"> • WMFS Road Casualty Reduction Team are delivering two programmes for the West Midlands Road Safety Partnership, this quarter 'How safe are you' – 129 sessions and 'Your choice on the road' – 19 sessions. Total income £20,349. • A new Alfresco site has been created and is currently being populated with statistics and best practice. • The Road Casualty Reduction Team attended a Walsall Clinical Commissioning Group meeting during November to discuss the format of the older drivers programme. Plans are now in place to run an Older drivers session early in 2014. • The Road Casualty Reduction Team are working with Data Management to utilise data from both Spectrum and MAST which will help target Road Safety intervention by providing clear data on the hotspot areas. • The Road Casualty Reduction Team provide guidance on all regional and national campaigns to operational crews and departments. Working with the level 3 leads to drive events and campaigns across the West Midlands area. • BRAKE Road safety week took place in November. Crews were encouraged to deliver the Road Safety message based around 			

distraction (mobile phones etc.).

- The mobile phone campaign – operational crews forwarded information on drivers spotted using their mobile phones whilst driving. 50 offending drivers were reported to West Midlands Police and received a letter informing them of their actions and the consequences if caught again.
- WMFS still encourage the positive use of Facebook and Twitter for Road Safety messages.

Performance Summary 2013/2014

Quarter 3

Corporate Objective: Vulnerable People

We will improve the safety of our communities at risk from fire

Overall Assessment of Performance:

Performance has improved but has not met PI/Plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 1 The number of accidental fires in dwellings			
1221	1207	1285	<ul style="list-style-type: none"> • There has been an increase by 5.2% when compared to last year. • Cooking appliances are still the largest source of ignition (51.8%). • Electricity supply has decreased from 13.3% to 11.8% of incidents. • Performance had deteriorated and has not met PI/plan forecasts
PI 2 The number of injuries from accidental fires in dwellings (Taken to hospital for treatment)			
36	49	40	<ul style="list-style-type: none"> • The number of injuries has increased by 11.1%. • 40% of all injuries occurred at fires where the source of ignition was 'cooking appliance' and 50% started in the kitchen. • Alcohol/drugs were deemed to be a factor in 11 of the 40 incidents. • Performance is meeting the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 3 The number of deaths from accidental fires in dwellings			
7	N/A	9	<ul style="list-style-type: none"> There have been 9 fire deaths at accidental dwelling fires this year. In 3 of the incidents the source of ignition was smoking related. Performance has improved but has not met PI/plan forecasts
PI 13 The number of Home Safety Checks point achieved by the Brigade			
57,490	112,500	62,325	<ul style="list-style-type: none"> Performance has improved but has not met PI/plan forecasts
PI 14 The percentage of Home Safety Checks delivered to those at high risk			
48.6% Based on 3 Points High Risk 29.3% Based on 4 Points High Risk 14.3% Based on 5 Points High Risk	40% Based on 5 Points High Risk	56.8% Based on 3 Points High Risk 37.1% Based on 4 Points High Risk 20.1% Based on 5 Points High Risk	<ul style="list-style-type: none"> Significant progress if continually being made. Introduction of the new adjusted points scoring will result in further improvements. Performance has improved but has not met PI/plan forecasts

Level 2 Action Plan Summary:

- Still waiting for the new point's adjustment to be implemented by the Information Communication and Technology Department.
- The brigade average points per Home Safety Check have constantly been around 3.3.
- Commands will need to review the type of partner organisations that provide their referrals to ensure that they are achieving high scores.
- For the last three quarters the percentage of referrals received from partners has risen to 30.9%.
- There is a backlog of 1,394 home safety checks compared to 1,616 at the end of quarter 2.
- Commands continue to gain representation on health and wellbeing boards and a presentation will be delivered in February 2014 to the regional health & wellbeing chairs to raise the profile of WMFS in addressing health inequalities.
- Rotarian volunteers are being trained by a Tettenhall firefighter to deliver Home Safety check in the Tettenhall area.
- Work in ongoing in relation to the trial for extended Home Safety Checks to enhance 'Making Every Contact Count' within Coventry command.
- All commands continue to support the work towards achieving Marmot status.
- All youth officer positions have now been filled and youth officers are currently being trained.
- Changes to the Safeside village have been made. Refurbishments to the bus stop, railway and new building society scenario.
- Public access/family visits to Safeside to be trialled in the summer of 2014.
- WMFS Prevention Campaign Coordinator is working closely with the statistical team to identify and support local and national campaigns.
- Community Safety team are working closely with the Media team to ensure that key community safety messages form an integral part of social media communications, particularly following significant incidents.
- The partnership database has been reviewed and updated and is now fit for purpose.