


APPENDIX 1**Key Performance Indicators Status – Quarter Four 2022/23**

Key:	
Blue	Over performance against the tolerance levels
Green	Performance is within the tolerance levels
Red	Under performance against the tolerance levels

Community Risk Reduction**Response**

Our response priorities focus on dealing excellently with emergency incidents:



- respond with the resources you need when you need them to protect what matters to you, to save life, reduce harm and protect homes and businesses.
- be ready to respond in an assertive, effective, and safe way to meet our vision and your expectations.
- lead rescue operations, working with others to help make you safer.
- be ready to respond locally, nationally, and internationally.

PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 57 seconds Over performance against the tolerance levels
<p>The median high-risk (Cat 1) attendance time was 4 minutes 57 seconds for Q4, and 4 minutes 48 seconds for the whole of 2022/23. 55.4% of Cat 1 incidents were in target and in high-risk areas this rose to 60.5%.</p> <p>Attendance times for Category 2, 3 & 4 incidents remain significantly below the respective targets:</p> <p>Category 2 – 5 minutes 30 seconds (target of 7 minutes) Category 3 – 5 minutes 7 seconds (target of 10 minutes) Category 4 – 6 minutes 28 seconds (target of 20 minutes)</p>		

Prevention


Our prevention priorities focus on making safer, healthier communities:

- prevent fires, road traffic collisions and other emergencies
- focus on reducing health inequalities for our most vulnerable as a means of reducing risk and vulnerability to fires and other emergencies
- educate the community to reduce their risk and vulnerability to fires and other emergencies
- collaborate and work in partnership with other organisations to reduce the risk and vulnerability to fires and other emergencies.

PI 2		The number of accidental dwelling fires Target YTD: 1573 (1495 – 1604) Actual to date: 1489 Over performance against the tolerance levels
<p>355 Accidental Dwelling Fires were recorded in Q4 of 2022-23, which is the same number as Q3 but is 18 fewer than Q4 of 2021-22. There were 1,489 Accidental Dwelling Fires recorded in total in 2022-23. This is 1.3% fewer than the previous year and 5.3% under target.</p> <p>In Q4, Coventry, Dudley and Walsall were all above tolerance level, being 20.0% (+9 incidents), 5.7% (+2), and 3.4% (+1) over target respectively. Over the full financial year, only Dudley is over tolerance level, with 10 incidents more than its target of 130 (+7.7%).</p> <p>In 2022-23, 45.3% of ADF were cooking fires, 12.1% were caused by electricity supply, and 11.1% were smoking related (including cigarette lighters).</p>		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Target YTD: 48 (39 – 52) Actual to date: 51 Performance is within the tolerance levels
<p>There were eight people injured during Accidental Dwelling Fires who went to hospital for treatment for an injury related to the fire (PI Injury) in Q4, which is five below the target of 13 (-38.5%). All Commands were below tolerance level, and only Wolverhampton was above tolerance, with one casualty (the 3-year average was 0.3 for Q4).</p> <p>In total in 2022-23 there were 51 PI Injuries in 49 incidents, which is three above target (+6.3%) but still within tolerance. Both Birmingham North and South and the Black Country North were above tolerance for the year, Birmingham North having 14 against a target of 11, Birmingham South 12 against a target of 10, and Black Country South 10 against a target of eight. At Borough level only Wolverhampton is above</p>		


tolerance, there were nine PI injuries there compared to a target of three; one of the incidents with two PI injuries was in Wolverhampton (the other in Sandwell).

37.3% of casualties were aged between 45 and 64, and 31.4% between 25 and 44; the youngest was aged two and the oldest, 96. Two thirds were male.

PI 4		The number of deaths from accidental dwelling fires Target YTD: N/A Actual to date: 9
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There were three fatalities in Accidental Dwelling Fires in Q4 of 2022-23, one in January and two in February, making the total for the year nine. In Q4, there was one fatality each in Birmingham North, Birmingham South and Dudley.

In 2022-23, three deaths in Accidental Dwelling Fires were in fires involving "Matches, candles, incense burners, etc", and two were in smoking related fires (incl. lighters). Six of the fatalities were female and three were male. Six were aged between 74 and 93, the other three were aged between 48 and 54.

PI 5		The percentage of Safe and Well visits referred by our partners Target YTD: 45% (45% - 47.25%) Actual to date: 42.6% (Q4 49.2%) Under performance against the tolerance levels
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The percentage of Safe & Well visits completed in quarter 4 because of a referral from a partner was 49.2% against a target of 45% and achievement of 42.1% for quarter 4 in the previous year. This is because of the change of priorities at the start of August 2022, when the requirement for two Safe & Well visits per appliance per day was disestablished to focus on quality referral pathway building and nurturing relationships to increase the number of referrals for those who the Community Risk Management Plan identifies as being most at risk and vulnerable to fire. Prior to this change during 2022/23, the percentage had been below 40% on average during quarter 1 and 2. As a result of the changes in priorities in August 2022 the 45% target was achieved in quarter 3 at 46%, with a 42.6% total over the year 2022/23.

PI 6		The number of Safe & Well points achieved by the Brigade Target YTD: 260,000 (260,000 – 273,000) Actual to date: 246,304 Under performance against the tolerance levels
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The total points achieved for quarter 4 was 55,662 against a target of 65,000 and the average assessment points per Safe & Well was 8.55. The total number of Safe & Well visits completed was 6,568 which is 3,052 less visits than the 9,620 completed in quarter 4 of the previous year. This is as a direct result of the change in priorities at the start of August 2022, when the priorities for two Safe & Well visits per appliance per day was disestablished to focus on quality referral pathway building and nurturing

relationships to increase the number of referrals and access for Safe & Well for those who the Community Risk Management Plan identifies as being most at risk and vulnerable to fire. Prior to this change, total points had broadly been at target, however, more Safe & Wells were being completed with lower average risk scores, indicating that visits were being completed for people with lower risk.

The total points score for the year 2022/23 was 246,277 against a target of 260,000 with an average risk score of 7.52 which is considerably higher than the average points pre-August 2022 which hovered at 6.4 to 6.5 on average. The total number of Safe & Well visits completed in 2022/23 was 32,799 against 36,990 in 2021/22. In summary, there have been less Safe & Well visits completed during 2022/23, however, the visits that have been completed have been for people whose average risk is higher than those who received visits prior to the changes to the priorities in August.

PI 7

The number of people killed or seriously injured (KSI) in road traffic collisions

Target YTD: Not applicable

Actual to date: 840



Road casualty data is collected by the Police in the STATS19 form and supplied by Transport for West Midlands, and at time of writing is up to date for incidents up to December 2022, though minor changes are likely to occur. Months since December are still subject to major change. The following analysis is for the period April to December 2022.


There were 758 people killed or seriously injured in road traffic collisions in the West Midlands between March and December 2022, a 10.4% increase on the three year average and a 5.9% increase on the same period last year. 720 were seriously injured and 38 were killed; in comparison, in the same period in 2021, 683 people were seriously injured and 46 people were killed.

There were 15 fatalities in Birmingham, four in Coventry, three in Dudley, five in Sandwell, six in Solihull, three in Walsall and two in Wolverhampton. Both Sandwell and Solihull's fatalities had increased compared to the same period last year, when there was one in Sandwell and three in Solihull.

Serious injuries increased in Birmingham (+14.8%, +42), Dudley (+39.6%, +21), Sandwell (+2.2%, +2) and Solihull (+41.2%, +14) compared to last year. Of the 38 fatalities, four were female and 34 were male; 10 were aged between 20 and 29 (all male). Three of the four female casualties were aged 80+. The most recorded contributory factors for fatal RTCs were aggressive driving, and being careless or reckless or in a hurry.

PI 8		The number of deliberate fires in dwellings Target YTD: 195 (176 –204) Actual to date: 182 Performance is within the tolerance levels
<p>There were 49 deliberate fires in dwellings recorded in Q4 of 2022-23, just one more than the target of 48. January had the highest number with 22 (target was 16).</p> <p>Birmingham North, Coventry, Solihull, and Wolverhampton were all over tolerance level this quarter, with an excess of three incidents (+33.3%) for Birmingham North, also three incidents for Coventry (+50.0%), six incidents for Wolverhampton (+20.0%), and two incidents for Solihull (+100%). Nevertheless, only Coventry & Solihull and Birmingham North Commands were over tolerance level.</p> <p>For the financial year 2022-23, there were 182 recorded incidents, 13 fewer than the target (-6.7%). Birmingham North and Coventry & Solihull Commands were both over tolerance, with the former 12.5% over target (+5 incidents) and the latter 5.2% over target (+2 incidents) due to Coventry being three incidents over its target of 30.</p>		
PI 9		The number of deliberate fires in non-domestic premises Target YTD: 117 (106 – 122) Actual to date: 107 Performance is within the tolerance levels
<p>23 deliberate fires in non-domestic properties were recorded during Q4 of 2022-23, which is just one incident above target (+4.5%).</p> <p>Two Commands were below tolerance levels (Birmingham North: 5 incidents below target, and Black Country North: 3 incidents below target), while the other three were above tolerance: Coventry & Solihull was six incidents over (+200%), Black Country South was 1 incident over (+25%) and Birmingham South two incidents over (+200%).</p> <p>For the financial year 2022-23 there was a total of 107 deliberate fires in non-domestic premises recorded, 10 below target (-8.5%). Birmingham South and Coventry & Solihull are both above tolerance level, three incidents over target for the former (+15.0%) and 11 incidents over for the latter (+100%). Overall, five boroughs are over tolerance levels, though only Coventry saw an excess of more than three incidents over target, with 19 incidents against a target of 9 (+111.1%).</p> <p>There were six incidents at HMP Birmingham, and a total of 10 at psychiatric hospitals, including four at the New Caludon Centre in Coventry, three of which were in Q4.</p>		



PI 10		The number of deliberate vehicle fires Target YTD: 573 (516 –598) Actual to date: 537 Performance is within the tolerance levels
<p>There were 111 Deliberate Vehicle Fires in Q4 of 2022-23, 19 fewer than the target of 130 (-14.6%). Coventry and Walsall were both over tolerance level, with an excess of just one incident for Coventry (+8.3%) and six incidents for Walsall (+37.5%). Only Black Country North Command was over tolerance, by just two incidents (+6.9%).</p> <p>There were 538 incidents recorded for the financial year 2022-23, 6.1% below target (-35 incidents). Only August and October saw particularly high numbers: 71 and 63 incidents, both at least 15 incidents in excess of the target.</p> <p>The Black Country North and Birmingham North are the only Commands above tolerance for the financial year, 13 incidents above target for the former (+10.8%) and 15 for the latter (+20.5%). Only Walsall and Solihull Boroughs are above tolerance: 11 incidents above target for Walsall (+15.1%) and seven for Solihull (+29.2%). Wolverhampton is one incident above target but still within tolerance.</p> <p>Though cars were targeted in the majority of incidents (59.9%, 323 incidents) almost a quarter involved motorcycles/mopeds (24.9%, 134 incidents).</p>		
PI 11		The number of deliberate rubbish fires Target YTD: 1366 (1230 - 1393) Actual to date: 1352 Performance is within the tolerance levels
<p>There were 237 Deliberate Rubbish Fires in Q4 of 2022-23, which is 10.6% below the target of 265, despite both January and February being over target, as there were only 50 in March (the three-year average for March was 120). Nevertheless, Dudley was above tolerance level with 12 incidents over a target of 36 (+33.3%), as was Solihull, with just one incident in excess of the target of six (+16.7%). In the Commands only the Black Country South was above tolerance for Q4, though just by two incidents above the target of 70.</p> <p>There were 1,352 Deliberate Rubbish Fires recorded for the financial year 2022-23, 14 below the target of 1,366 (-1.0%). April recorded the highest number of incidents with 205, though this is against a three-year average (and target) of 171. August saw the second highest with 160, which was due to the heatwave. February was above average for all boroughs apart from Coventry and Solihull.</p> <p>Both Black Country North and South and Birmingham South Commands were over tolerance for Deliberate Rubbish Fires at the end of the financial year: +5.7% (+19), +12.1% (+41), and +5.2% (+12) respectively. Walsall, Dudley and Wolverhampton Boroughs were over tolerance: +5.8% (+13), +33.5% (+59), and +5.6% (+6) respectively.</p> <p>41.5% of incidents involved 'Loose refuse / rubbish'.</p>		

PI 12		The number of deliberate fires in derelict buildings Target YTD: 114 (103 –119) Actual to date: 135 Under performance against the tolerance levels
<p>There were 22 deliberate fires in derelict buildings recorded for Q4, only one more than the target of 21. Looking at monthly figures, the highest month this quarter was March with 14 (against a target of 10).</p> <p>Solihull was over tolerance but that is because there are normally no incident, as there was only one, in March. Dudley was also over tolerance, with eight incidents against a target of four, seven of which were in March. This means both the Black Country South and Coventry & Solihull Commands were over tolerance for Q4.</p> <p>For the financial year 2022-23 there were 135 incidents recorded, 18.4% over the target if 114. Only the Black Country South Command was not over tolerance, and all boroughs in each Command other than BCS were over tolerance, though in some instances the target was only exceeded by one (Birmingham North) or two incidents (Wolverhampton and Solihull).</p>		

Protection

Our protection priorities focus on protecting life and property to make businesses stronger and communities safer:




- protect you and your property by targeting high-risk buildings and vulnerable businesses
- make our communities safer by implementing the learning from independent and sector-led reviews
- improve community safety by developing innovative and smarter approaches to help keep your business in business
- promote economic growth through the development of sustainable solutions and education to support businesses
- reduce disruption to businesses and communities of the West Midlands





PI 13		The number of accidental fires in non-domestic premises Target YTD: 384 (346 – 426) Actual to date: 365 Performance is within the tolerance levels
<p>There were 86 accidental fires in non-domestic properties recorded in Q4, and 364 for the year 2022-23. For Q4 this is 10 fewer than target (-10.4%) and for the financial year this is 20 fewer than target (-5.2%) and a 6.9% reduction on 2021-22.</p> <p>In the Commands, only Birmingham South was over tolerance level (6.8% over target). Though Birmingham North was over target by just three incidents (+3.4%), this was still within tolerance. In the Boroughs, Sandwell was also over tolerance, with 56 incidents against a target of 52 (+7.7%).</p> <p>54.1% of accidental non-domestic fires were a result of faults in systems or appliances. Over a quarter of incidents took place at retail premises.</p>		
PI 14	 Fire alarm	The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Target YTD: 5825 (5534 – 5941) Actual to date: 6751 Under performance against the tolerance levels
<p>There were 1,587 False Alarms due to Equipment (FAE) in Q4, 255 (19.1%) above target, and above tolerance level. All commands apart from Birmingham South were above tolerance level, Birmingham South being below tolerance. Coventry was also below tolerance, but all other boroughs were above.</p> <p>There were 6,751 False Alarms due to Equipment in 2022-23, 15.9% over target and a 13.9% increase on the previous year. Each month this year was above target (the 3-year average).</p> <p>Both dwelling and non-domestic incidents have seen this increase, with the former experiencing a 13.7% increase on 2021-22 and the latter a 14.6% increase. This is the first year in which incidents at non-domestic premises have increased since 2018-19. Though dwelling FAEs have increased most years, this is the first increase of more than 10% since 2014-15; 2022-23 had the highest number of FAEs at dwellings since our records begin in 2009-10.</p> <p>All Commands apart from Birmingham South were above tolerance levels, with Birmingham North experiencing the largest difference (+484 incidents, 32.2% above target). Only Walsall Borough was within tolerance; Dudley saw the highest increase on its target with +36.7% (+191 incidents).</p> <p>Dwellings accounted for 80.3% of FAEs across the Brigade (5,420 incidents), though this ranged from 87.7% in Dudley to 74.9% in Coventry. 'Alarm Sleeping Non-Managed' represented 73.2% of incidents at dwellings. 35.7% of dwelling FAEs were due to cooking or burnt toast, and 25.2% because of a faulty alarm. Birmingham North</p>		



had the greatest number of FAEs at dwellings with 29.9% of incidents taking place there (1,622). Inkerman House in Birmingham North was the address with the highest number of incidents (61), which it already was in 2021-22.

Non-domestic premises accounted for 19.7% of FAEs (1,327 incidents), with Birmingham North also having the greatest number (495, 37.3%). Faulty alarms accounted for over a fifth (22.2%) of incidents. Health premises accounted for almost half of incidents at non-domestic premises (46.7%), with hospitals making up most of this category.



People


PI 15		<p>The percentage of employees that have disclosed their disabled status</p> <p>Target: 100% (95% - 100%) Actual to date: 89.1%</p> <p>Under performance against the tolerance levels</p>
Declaration rates remain high with 89.1% of all employees having made a declaration regarding disability.		
PI 16		<p>The number of female uniformed staff</p> <p>Target: 202 (192 – 212) Actual to date: 181</p> <p>Under performance against the tolerance levels</p>
<p>Since April 2022, WMFS has recruited 91 new entrant firefighters of which 24 (26%) are female. Our positive action activity continues and our marketing partners, Thinkology, have refreshed advertising materials. Our workforce analyst has provided detail around attrition rates at each of the stages of recruitment in order to target our positive action, with emphasis on increasing diversity at the attraction stage to ensure greater diversity at later stages.</p>		
PI 17		<p>The percentage of all staff from BAME communities</p> <p>Target: 15.1% (14.4% – 15.8%) Actual to date: 14.6%</p> <p>Performance is within the tolerance levels</p>
<p>Since April 2022, WMFS has recruited 91 new entrant firefighters of which 19 (21%) are from black, Asian and minority ethnic (BAME) communities. Detail provided by our workforce analyst regarding attrition rates is being used to target positive action activity. Particular emphasis is being placed on increasing the diversity of applicants at the attraction stage to ensure better diversity at later stages.</p>		

PI 17a		The percentage of uniformed staff from BAME communities Target: 14.9% (14.2% – 15.6%) Actual to date: 14.1% Under performance against the tolerance levels
14.1% of uniformed staff are from black, Asian and minority ethnic (BAME) communities, which is below target and within the tolerance levels. See PI 17 for further information.		
PI 18		The average number of working days/shifts lost due to sickness – all staff Target: 3.4 (3.1 – 3.7) Actual to date: 2.2 Over performance against the tolerance levels
<p>An average of 2.2 working days/shifts per person were lost due to sickness during quarter four, below the quarterly target and lower tolerance level.</p> <p>Business Partners are actively engaging in discussions with line managers to ensure that sickness absences are managed in a timely manner and in line with attendance management policy. An attendance governance group has been established with an action plan being put into place to break the cycle of increasing absence numbers. This action plan will include a review of the attendance policy as well as providing line manager support to increase confidence. Access to absence data has remained an issue with little visibility to line managers.</p>		
PI 19		The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 3.5 (3.2 – 3.8) Actual to date: 2.2 Over performance against the tolerance levels
An average of 2.2 working days/shifts per person were lost due to sickness during quarter four, below the quarterly target and lower tolerance level.		
PI 20		The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 2.8 (2.6 – 3.0) Actual: 2.0 Over performance against the tolerance levels
<p>An average of 2.0 working days/shifts per person were lost due to sickness during quarter four, below the quarterly target and lower tolerance level.</p> <p>See PI18 for further detail.</p>		

PI 21		The total number of injuries Target YTD: n/a Actual to date: 131
Quarterly performance was fully discussed at the quarterly Brigade Health, Safety and Wellbeing Committee on 19th April 2023. There were four manual handling injuries and there is a continuing project looking at enhancing manual handling assessments. Five of the injuries occurred to one crew in a road traffic collision (travelling to Safe and Wells, no fault collision).		
PI 22		The total number of RIDDOR injuries Target YTD: n/a Actual to date: 14
There were 3 reports for this quarter, and these were fully discussed at the quarterly Brigade Health, Safety and Wellbeing Committee on 19th April 2023. One involved a member of the public tripping on hose (learning has been published in the Organisational Intelligence Snapshot), one involved a manual handling injury to a member of support staff, and one involved a ladder accident when a ladder was being re-stowed. All have been subject to an accident investigation and follow up.		

Enabling Services

PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: Not Available Actual to date: Not Available
Information is not available for this PI.		
PI 24		To reduce gas use of Fire Authority premises Data not available
Delays in the receipt of billing information for the quarter, and the unavailability of gas usage, has prevented reporting for this period. Reporting as per normal should return next quarter.		

PI 25	 To reduce electricity use of Fire Authority premises Data not available
Delays in the receipt of billing information for the quarter, and the unavailability of electricity usage, has prevented reporting for this period. Reporting as per normal should return next quarter.	