



APPENDIX 1**KEY PERFORMANCE INDICATORS STATUS – QUARTER TWO 2023/24**

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. We will:

- 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.
- 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 48 seconds Over performance against the tolerance levels
<p>The median high-risk (Cat 1) attendance time was 4 minutes 48 seconds for quarter 2 (Q2). 54.3% of Cat 1 incidents were in target and in high-risk areas this rose to 67.0%.</p> <p>Attendance times for Category 2, 3 & 4 incidents remain significantly below the respective targets:</p> <p>Category 2 – 5 minutes 31 seconds (target of 7 minutes) Category 3 – 5 minutes 02 seconds (target of 10 minutes) Category 4 – 6 minutes 15 seconds (target of 20 minutes)</p>		
PI 1a		The Risk Based Attendance Standard – call handling Target: Not Applicable Actual: 92 seconds
<p>The Service aims to mobilise to all incidents within 80 seconds.</p>		


The median call handling remains above target at 92 seconds in Q2. This is a 3 second reduction compared to the 95 seconds recorded in Q1. This is broken down as:




- July – 90 seconds
- August – 89 seconds
- September – 98 seconds

Prevention

Our prevention priorities focus on delivering services that reduce risk and support safer and healthier communities. We will:

- 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: 800 Actual to date: 701 Over performance against the tolerance levels
<p>There were 333 Accidental Dwelling Fires recorded in Q2 2023/23, which is 63 less than the same time last year and 66 below the Q2 target. Since the beginning of the financial year there have been 701 Accidental Dwelling Fires, 99 (-12.4%) below the target.</p> <p>Coventry is the only borough above tolerance level, with 6 incidents above the Q2 target for this period. Birmingham North and South, and Wolverhampton are well below target with just 67,66, and 27 incidents, compared to the Q2 target of 83, 100, and 41 respectively.</p> <p>In Q2 the top three ignition source for Accidental Dwelling Fires were cooking appliances, electricity supply and other domestic style appliances.</p> <p>Please note there are still outstanding workbooks for Q2 and some may be Accidental Dwelling Fires.</p>		

PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Target YTD: 25 Actual to date: 30 Performance is within the tolerance levels
<p>In Q2 of 2023/24 there have been 16 PI injuries at Accidental Dwelling Fires this is three above the target and exceeding the tolerance for the quarter. Since the beginning of the financial year there have been 30 injuries in accidental dwelling fires, 5 (+20%) above the target for this period although it remains within the tolerance levels.</p> <p>The 16 PI injuries were split between 8 in July, 3 in August, and 5 in September. Black Country South, Black Country North, and Birmingham North are the only commands equalling their target for the quarter, the other commands are above the tolerance.</p> <p>The 16 PI injuries occurred in Coventry and Solihull (5), Black country South (4), Birmingham South (3), Birmingham North (2), and Black Country North (2). Six of the 16 injuries were caused by cooking appliances and 4 were caused by heating equipment. The remaining 6 injuries were caused by one of the following: Electricity supply, matches, candles, incense burners etc, or was not known. The age ranges were varied with the eldest being 81 and youngest being 13. 10 of the 16 were male.</p> <p>Please note there are still outstanding workbooks for Q2.</p>		
PI 4		The number of deaths from accidental dwelling fires Target YTD: N/A Actual to date: 5
<p>In Q2 of 2023/24 there was one fatality recorded at an accidental dwelling fire attended by WMFS. This occurred in Birmingham North command and was caused by a careless disposal of a match. The fatally injured person was an 86-year-old male.</p> <p>Please note there are still outstanding workbooks for Q2.</p>		
PI 5		The percentage of Safe and Well visits referred by our partners Target YTD: 50% Actual to date: 58.3% Over performance against the tolerance levels
<p>The percentage of Safe and Well visits completed in quarter 2 because of a referral from a partner was 58.3%. This is 8.3% than the target and slightly higher than the 58% achieved in quarter 1.</p> <p>The percentage achieved as at quarter 2 of this financial year is significantly higher than the 39.1% that was achieved at the same period last financial year. However, the number of face-to-face Safe and Well visits completed year to date is 12,470 which is 6,396 visits less than recorded for the same period in 2022-23. In addition, 484 remote Safe and Well (RSAW) assessments have been completed for those whose risk at referral is rated as low. These are completed in Tymly and are in addition to the 12,470</p>		

face-to-face visits. Their risk is scored differently and is not included in the total points figures.

It should be noted that although fewer face-to-face visits are being completed, those who are receiving a Safe and Well visit are at higher risk than those that were receiving visits during the same period of 2022-23.

PI 6



The number of Safe & Well points achieved by the Service

Target YTD: 130,000

Actual to date: 101,514

Under performance against the tolerance levels

During quarter 2, 52,508 Safe & Well points were achieved, with a total of 101,513 points recorded year to date.

Year to date, the total points figure is 28,487 less than the target of 130,000 the Service would have expected to have achieved at the half-way point of the financial year.

The number of face-to-face Safe and Well visits completed year to date is 12,470 which is 6,396 visits less than for the same period in 2022-23. In addition, 484 remote Safe and Well assessments have been completed for those whose risk at referral is rated low. These are completed in Tymly and are in addition to the 12,470 face-to-face visits. Their risk is scored differently to face-to-face visits and is not included in the total points figures.

It should be noted that although less face-to-face visits are being completed, those who are receiving such a Safe and Well visit are at higher risk than those who received a visit during the same period in 2022-23.

As highlighted in PI5, 308 of the Safe and Well assessments either completed face to face or remotely were received as high or medium risk through the Safelincs online home fire safety check (OLHFSC) process. All individuals whose risk is deemed low through Safelincs receive an action plan and are not offered the opportunity for a referral to WMFS for a Safe and Well. Therefore, both RSAW and low risk OLHFSC will be having both a positive impact on improving the average risk score also but will also be reducing the total points achieved this year. However, this should not necessarily be viewed as under performance as it means that those who are at risk of fire are receiving services proportionate to their risk and face-to-face visits are being prioritised for those who the Community Risk Management Plan identifies as being most at risk and vulnerable to fire.

PI 6a



The number of Safe & Well points achieved by the Service – average Safe & Well points per visits

Target YTD: Not applicable

Actual to date: 8.47

The average risk score for the first two quarters of 2023/24 is 8.47. This is slightly below the aim of achieving an average risk score of 8.50, however it is higher than the 6.89 points for the same period last year.

308 of the Safe and Well assessments either completed face to face or remotely were received as high or medium risk through the Safelincs online home fire safety check (OLHFSC) process. Of these 59 were from partners and are included in the 58.3% of Safe and Well visits referred by our partners (PI5).

As highlighted in PI6, of those referrals received through the Safelincs OLHFSC process, individuals whose risk is deemed low receive an action plan and are not offered the opportunity for a referral to WMFS for a Safe and Well. This will result in improvements the average risk score being realised.

PI 7



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

Target YTD: Not applicable

Actual to date: 210

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 January 2023, though minor changes are likely to occur. Months since January are still subject to change. The following analysis is for the period January to March of 2023.

The total number of people killed or seriously injured on West Midlands roads for the period analysed was 164. This includes 4 fatalities and 160 people seriously injured.

This is lower than the total recorded for the same period during 2022 (209 killed or seriously injured in Road Traffic Collisions). The highest number of fatalities and serious injuries occurred during January.

Of the fatalities, one occurred in each of Birmingham and Coventry, and two occurred in Dudley. Three of the four fatally injured persons were pedestrians.

PI 8



The number of deliberate fires in dwellings

Target YTD: 91

Actual to date: 100

Performance is within the tolerance levels

In Q2 of 2023/24 there were 45 deliberate dwelling fires recorded, which is in line with the target for the quarter. Since the beginning of the financial year there have been 100 Deliberate Dwelling Fires, 9 (11.0%) above the target for this period.

There have been 14 incidents in both July and September, and 17 in August. Birmingham North and Black Country North are the only commands below target and within the tolerance levels, with both recording 3 below the respective targets.

Black Country South, Birmingham South, and Coventry and Solihull commands were all above the respective targets and upper tolerance levels.

33.33% of deliberate dwelling fires in Q2 occurred within Purpose built flat(s) / maisonette(s).

Please note there are still outstanding workbooks for Q2.

PI 9



The number of deliberate fires in non-domestic premises

Target YTD: 64

Actual to date: 43

Over performance against the tolerance levels

In Q2 of 2023/24 Deliberate Non-Domestic Fires were below their target by 7 incidents. Since the beginning of the financial year there have been 43 Deliberate Non-Domestic Fires, 21 (-32.8%) below the target for this period.

All commands are below target and the lower tolerance level for Q2 except for Coventry and Solihull which is above target and the upper tolerance level. However, it should be noted that the number of incidents is low at just 9 compared to a target of 7.

The two highest property types experiencing Deliberate Non-Domestic Fires in Q2 were Public Houses and Prisons (6 incidents each).

Please note there are still outstanding workbooks for Q2.

PI 10



The number of deliberate vehicle fires

Target YTD: 281

Actual to date: 272

Performance is within the tolerance levels

In Q2 of 2023/24 there were 141 Deliberate Vehicle Fires, 13 below (-8.4%) the target for the quarter. This was also below the quantity experienced in the same period last year by 12. Since the beginning of the financial year there have been 272 Deliberate Vehicle Fires. 9 below the target for this period.

All command areas are within tolerance level for the quarter. Wolverhampton was the only borough to exceed the tolerance and target for Q2. An initial examination of repeat

areas for Deliberate Vehicle Fires revealed the Sheldon ward to have the highest quantity.

Just over half of the deliberate vehicle fires were cars (58.16%), followed by motorcycles or mopeds with 21.28%.

Please note there are still outstanding workbooks for Q2.

PI 11



The number of deliberate rubbish fires

Target YTD: 787

Actual to date: 742

Performance is within the tolerance levels

In Q2 of 2023/24 there were 341 Deliberate Rubbish Fires, which is 28 incidents below target and below lower tolerance level for the quarter. There have been 71 fewer incidents in this quarter compared to the same period last year.

Since the beginning of the financial year there have been 744 Deliberate Rubbish Fires, 43 below the target for this period. From July (108) incidents have increased into August (132), then reduced in September (101) month for the quarter.

Birmingham South, and Coventry and Solihull commands exceeded their respective targets for Q2. All other commands were below the target by between -34 (Black Country North), and -11 (Black Country South).

43.98% of Deliberate Rubbish Fires attended in Q2 were due to 'Loose refuse / rubbish'.

Please note there are still outstanding workbooks for Q2.

PI 12



The number of deliberate fires in derelict buildings

Target YTD: 78

Actual to date: 130

Under performance against the tolerance levels

In Q2 of 2023/24 there were 61 Deliberate Derelict Building Fires, which is 27 above target and above the upper tolerance level for the quarter. There have been 22 more incidents this year compared to the same period last year.

Since the beginning of the financial year there have been 132 Deliberate Derelict Building Fires, 53 (66.7%) above the target for this period. 135 incidents were recorded during the whole of 2022/23 and 121 in the previous year.


In Q2 a significant increase in incidents occurred, specifically in July, when 34 incidents were reported. Other than Birmingham South who are below their target, all other command areas are above the tolerance and target levels. Black Country North is 10 above the target, Black Country South is 14 above the target, Birmingham North is 2 above, and Coventry and Solihull is 3 above. All command areas are above target and upper tolerance level year to date.



22 of the 34 incidents in July occurred in either Walsall or Dudley Boroughs. An initial examination of repeat properties revealed Mason Street in Bilston to have the most Deliberate Derelict Building Fires within Q2 of 2023/24.

Protection

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

- protect our communities by targeting high-risk buildings through intelligence and data
- promote economic growth through education and engagement with businesses
- carry out our responsibilities under relevant legislation to consult and enforce to make people safer
- reduce disruption to businesses and communities of the West Midlands
- implement learning from national, local and sector-led reviews

PI 13		The number of accidental fires in non-domestic premises Target YTD: 190 Actual to date: 173 Performance is within the tolerance levels
<p>In Q2 of 2023/24 there were 97 Accidental Fires in Non-Domestic premises, which is lower than the target by 66 for the quarter. Compared to the same period last year, incidents have reduced by 63.</p> <p>Since the beginning of the financial year there have been 173 Accidental Non-Domestic Fires, 15 (-8.9%) below the target for this period.</p> <p>All commands are within tolerance level for the quarter, except Birmingham North command which was below both the tolerance and target for Q2. Incidents are spread between 33 in July, 24 in August, and 40 in September.</p> <p>Accidental Fires in Non-Domestic premises occur largely at retail premises and were caused mainly by 'Electricity supply'.</p> <p>Please note there are still outstanding workbooks for Q2.</p>		


PI 14a		<p>The number of false alarm calls due to fire alarm equipment in dwellings Target YTD: 2464 Actual to date: 2942 Under performance against the tolerance levels</p>
<p>In Q2 of 2023/24 there were 1,560 False alarms due to equipment (FAE) in dwellings, this is 228 (19.6%) above target for the quarter and exceeds the tolerance. Compared to the same period last year, there have been 181 more alarms this year. Each month has exceeded the target for Q2, with 513 alarms in July, 486 in August, and 595 in September.</p> <p>Since the beginning of the financial year there have been 2,942 FAEs in dwellings, 478 over the target. FAEs exceeded targets and tolerance at all command areas. At a borough level all are above target and tolerance with the exception of Walsall which is within tolerance. An initial examination of repeat properties revealed Meridian Point on Friars Road in Coventry had the most FAEs at dwellings.</p> <p>Dwellings account for 79.48% of FAEs. Cooking/burnt toast remains the most likely reason for false alarms at dwellings (35.38%) and is still followed by faulty equipment.</p> <p>Please note there are still outstanding workbooks for Q2.</p>		
PI 14b		<p>The number of false alarm calls due to fire alarm equipment in non-domestic premises Target YTD: 596 Actual to date: 729 Under performance against the tolerance levels</p>
<p>In Q2 of 2023/24 there were 392 false alarm calls due to fire alarm equipment (FAE) in non-domestic premises, which is above the tolerance level and 79 (21.7%) above the target for the quarter. There have been 70 more incidents this year compared to the same period last year.</p> <p>Since the beginning of the financial year there have been 729 incidents, 133 (22.3%) above the target for this period. The number of incidents was above the monthly target in each month within Q2.</p> <p>All command areas are above the respective targets and upper tolerance levels, except for Black Country South which is within tolerance levels. At borough level, all above target and tolerance level except for Walsall which is within tolerance, and Dudley which is below target and below the lower tolerance level.</p> <p>Non-domestic premises account for 20.52% of all FAEs. The highest percentage of incidents occurred within the Heath Town (11%), Heartlands (7%) and Henley (6%) wards. An initial examination of repeat properties revealed that Wolverhampton New Cross Hospital had the highest number of FAEs at non-domestic premises. Faulty equipment was the most likely reason for such incidents, followed by cooking/burnt toast.</p> <p>Please note there are still outstanding workbooks for Q2.</p>		





It should be noted that although this KPI is in exception, what it doesn't necessarily reflect is that there has been a marked change in mobilising to these incident types. A year ago, approximately 30% of such incidents were attended by traditional fire appliances, Pump Recue Ladders (PRLs), whereas now only approximately 8% of incidents are attended by a PRL, with an increase in the number attended by our smaller Brigade Response Vehicles and dedicated Business Support Vehicles. This represents the continuing effective use of resources whilst also maintaining our Service Delivery Model, protecting PRLs for attendance at the highest risk incident types.

People

We are committed to working together to make WMFS a great place to work for our people and for the benefit of our community. This is achieved through:

- Recruiting, developing and championing talented people enabling diversity and embracing difference, enabling them to reach their potential.
- Enabling a positive working environment for all our staff and holding all to account for maintaining our core values
- Enabling and developing leaders at all levels
- Valuing the contribution of all of our people allowing everybody's voice to be heard
- Ensuring our people know that their health, safety and wellbeing is important and will be prioritised by themselves and the service
- Being uncompromising in our commitment to Diversity, Inclusion, Cohesion and Equality, ensuring the Service is representative of our community and we have access to the widest talent pool
- Creating an environment of personal growth and development which will ensure the service can continually adapt and improve.

PI 15		<p>The percentage of employees that have disclosed their disabled status</p> <p>Target: 100%</p> <p>Actual to date: 89.9%</p> <p>Under performance against the tolerance levels</p>
<p>Declaration rates remain high with 89.9% of all employees having made a declaration regarding disability, a slight increase from the 89.1% reported in Q4 22/23.</p> <p>People Support Services have published a news item to all staff explaining the importance of providing diversity data, including guidance.</p>		

PI 16		The number of female uniformed staff Target: 199 Actual to date: 183 Under performance against the tolerance levels
Since April 2023, WMFS has recruited 39 new entrant firefighters of which 4 (11%) are female. Positive action continues with increased emphasis and focus on initial attraction. Working alongside our external partners, Thinkology, we are refreshing our advertising with new messaging. Meet and greet sessions are up and running, as well as new candidate nurturing activity. Text messaging facility is now active to enable the recruitment team to send update notifications more easily to candidates.		
PI 17		The percentage of all staff from BAME communities Target: 14.6% Actual to date: 14.3% Performance is within the tolerance levels
Since April 2023, WMFS has recruited 39 new entrant firefighters of which 8 (21%) are black, Asian and minority ethnic communities. Positive action continues (see comments for female uniformed staff).		
PI 17a		The percentage of uniformed staff from BAME communities Target: 14.4% Actual to date: 14.0% Performance is within the tolerance levels
14.0% 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: 1.9 Actual: 2.4 Under performance against the tolerance levels
<p>An average of 2.4 working days/shifts per person were lost due to sickness during quarter four, above the quarterly target and upper tolerance level.</p> <p>Unfortunately, we continue to see an increasing trend with absence levels. However, there have been a number of activities to support the management of absence going forward. We have now consulted and launched an updated absence management policy. We have delivered a number of training sessions to supervisory and middle managers. Going forward, we will be placing a focus on mental health related absence and seeking to move our Occupational Health / support provision to being proactive (prevention based) as well as reactive.</p> <p>It should be noted that performance across all sickness related key performance indicators has changed from below target and below the lower tolerance levels for most of 22/23, to above target and above the upper tolerance levels. However, actual performance is broadly in line with the previous year, albeit with a slight increase in</p>		

absence rates. The change in performance rating is partly a result of the setting of the 29% reduction in target for sickness for 23/24.

PI 19



The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff

Target: 1.9

Actual: 2.5

Under performance against the tolerance levels

An average of 2.5 working days/shifts per person were lost due to sickness during quarter four, above the quarterly target and upper tolerance level.

See PI18 for further detail.

PI 20



The average number of working days/shifts lost due to sickness – non-uniformed staff

Target: 2.0

Actual: 2.3

Under performance against the tolerance levels

An average of 2.3 working days/shifts per person were lost due to sickness during quarter four, above the quarterly target and upper tolerance level.

See PI18 for further detail.

PI 21



The total number of injuries

Target YTD: n/a

Actual to date: 66

There were no significant trends for quarter 2. There were 6 manual handling injuries, 6 struck by injuries, 3 struck against injuries and 3 slips, trips and falls. By activity, 12 occurred at incidents, 7 during operational training and 7 involved non-operational employees.

Quarterly performance continues to be fully discussed at the meetings of the Brigade Health, Safety, and Wellbeing Committee.

PI 22



The total number of RIDDOR injuries



Target YTD: n/a

Actual to date: 3

There have been no RIDDOR reports made during quarter 2.

3 reports were made in quarter 1. One was a manual handling injury at an incident (roof felt, boards and debris), one was a manual handling injury involving road traffic collision training (whilst bracing a vehicle), and one was a slip/trip at an incident (running out hose over a speed bump).

Enabling Services

PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 5,641,114.3 Actual to date: 2,411,792.0 Forecasts indicate performance within the tolerance levels
Still behind on billing receipt/ updating usage figures but estimated projected usage indicates performance within the tolerance levels. Usage continues to be on track, and this is being supported by investment in more efficient plant and equipment such as boiler plant replacements. The heating has now been switched to winter mode, so consumption will increase.		
PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 1,556,852.7 Actual to date: 2,533,965.0 Forecasts indicate performance within the tolerance levels
There remains delays with billing receipt/ updating usage figures but estimated projected usage indicates performance within the tolerance levels. Usage continues to be on track, and this is being supported by investment in more efficient plant and equipment such as LED lighting.		

Note: PI 23 To reduce the Fire Authority's carbon emissions is not included as no information is currently available.