

**Performance Indicator Performance – Quarter One 2015/16**


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

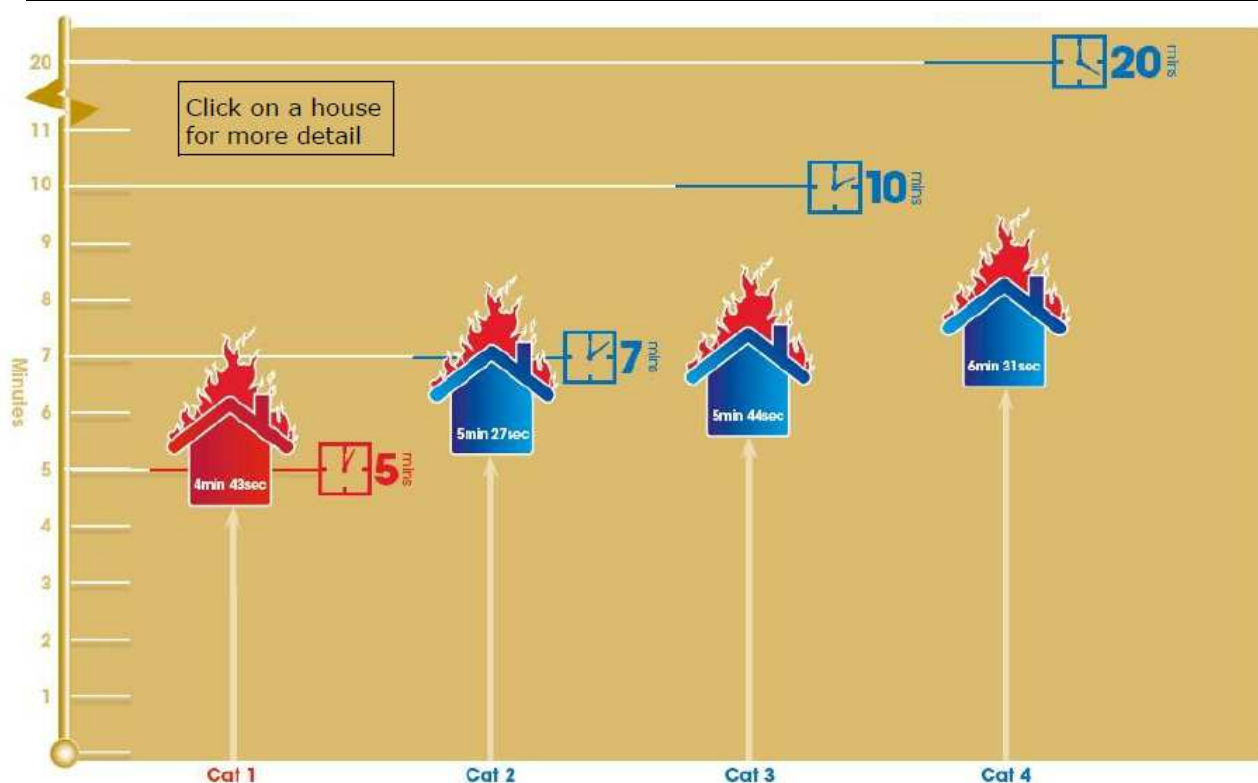
**Response**

Our Response Service protects life, properties and the economies of the West Midlands by delivering assertive, safe and effective fire fighting through timely response, across a range of emergencies we attend.

To support the delivery of the following Strategic Objective:

- We will deliver an assertive, safe, economic, efficient and effective emergency response service.




PI 1		<b>The Risk Based Attendance Standard</b>
		Target: under 5 minutes Actual: 4 minutes 43 seconds <b>Over performance against the tolerance levels</b>
The median attendance time to high-risk (Cat 1) incidents in Q1 is 4 minutes 43 seconds; 18 seconds faster than the performance in Quarter 4 and 12 seconds faster than Quarter 1 last year. This is a significant improvement and continues the improving trend started in Quarter 4 last year.		











## Prevention

Our Prevention Services focus on public involvement and education, engaging with our partners, targeting schools, communities and vulnerable people, with advice and guidance which will give particular attention to social inequalities.

- We will improve the safety of our communities at risk from fire.
- We will improve road safety through targeted action.
- We will improve the quality of life and economic prosperity of local communities.

<b>PI 2</b>		<b>The number of accidental dwelling fires</b> Forecast YTD: 433 Actual to date: 409 <b>Over performance against the tolerance levels</b>
This is the first quarter that performance has been measured using upper and lower tolerances. The target for house fires in the quarter is 433. Performance is green if the number falls within a range from 5% below to 2% above of this target, or between 412 and 441. The actual number, 409, is just under the lower tolerance limit, which is shown as blue. This is lower than the number in Q1 last year (427). 64% of ADFs were in rented accommodation. 250 fires, more than half, started in the kitchen.		
<b>PI 3</b>		<b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b> Forecast YTD: 15 Actual to date: 17 <b>Performance is within the tolerance levels</b>
Injuries are over target but just on the upper tolerance line, so showing as green. 8 were in April and 7 in May, so June was lower with just 2 injuries resulting in hospitalisation. Approx half of the injuries resulted from fires that started in the kitchen.		
<b>PI 4</b>		<b>The number of deaths from accidental dwelling fires</b> Forecast YTD: N/A Actual to date: 3
Three deaths occurred in house fires in Quarter 1: one in April, one in May and another in June. This is higher than Qtr 1 last year which witnessed just 1 fatality. 2 were in Birmingham and 1 in Stourbridge. In two of the incidents, the victim had severe mobility issues. 2 were women in their 70s and one was a man in his 60s.		

<b>PI 5</b>		<b>The percentage of Home Safety Checks referred by our partners</b> Forecast YTD: 40% Actual to date: 26.8% <b>Under performance against the tolerance levels</b>
<p>Analysis has shown that the highest risk HSCs are predominantly the result of referrals from partner agencies. Target of 40% has not been reached and the Q1 percentage has fallen slightly compared to the previous year. Commands are continuing to place an emphasis on developing and maintaining effective partnership referral pathways and some commands continue to achieve 30% plus HSC referrals and Walsall achieved the 40% target in Q1.</p>		
<b>PI 6</b>		<b>The number of Home Safety Check points achieved by the Brigade</b> Forecast YTD: 33750 Actual to date: 33781.4 <b>Performance is within the tolerance levels</b>
<p>Target has been reached. At the start of the year each command was given their own targets for HSC points allocated on the basis of risk. At the end of Quarter 1, Black Country North and South, and Coventry and Solihull exceeded their targets whilst Birmingham fell short.</p> <p>When making comparisons to the previous year, the points achieved YTD this year is considerably higher.</p> <p>The number of HSCs completed during Quarter 1 is 7,940. This is higher than any quarter last year.</p>		
<b>PI 7</b>		<b>The number of people killed or seriously injured in road traffic collisions</b> Forecast YTD: N/A Actual to date: Not yet released
<p>Figures have not been received.</p>		
<b>PI 8</b>		<b>The number of arson fires in dwellings</b> Forecast YTD: 62 Actual to date: 36 <b>Over performance against the tolerance levels</b>
<p>Arson dwelling fires are down and well below the lower tolerance zone. This is the lowest number of arson dwelling fires for three years and a huge reduction on the 113 recorded in Quarter 1 2011. 26 of the incidents were in rented accommodation.</p>		
<b>PI 9</b>		<b>The number of arson fires in non-domestic premises</b> Forecast YTD: 46 Actual to date: 27 <b>Over performance against the tolerance levels</b>
<p>Arson fires in non-domestic premises are down from 48 in Quarter 1 last year, to 27 incidents during this quarter. Incidents tend to happen between 17:00 and 23:00, though do occur during the day as well.</p>		


<b>PI 10</b>		<b>The number of arson vehicle fires</b> Forecast YTD: 150 Actual to date: 169 <b>Under performance against the tolerance levels</b>
Arson vehicle fires are on the high side in Quarter 1 at 169, 21 more than in the same period last year. 110 of these vehicle fires were started at night (between 21:00 and 05:00). Northfield Ward had the highest number of vehicle fires of all the wards in the West Midlands with 11 incidents.		
<b>PI 11</b>		<b>The number of arson rubbish fires</b> Forecast YTD: 644 Actual to date: 631 <b>Performance is within the tolerance levels</b>
631 deliberate fires were set outdoors in the first three months of 2015/16. This represents a small reduction on the number for the same quarter last year (637). The weather has been largely dry, which always correlates with higher numbers of outdoor fires.		
<b>PI 12</b>		<b>The number of arson fires in derelict buildings</b> Forecast YTD: 51 Actual to date: 44 <b>Over performance against the tolerance levels</b>
Arson fires in derelict buildings have reduced to 44 incidents this quarters, compared to 48 incidents in quarter 1 of last year. 14 of the 18 occurred in Sandwell (a relatively high proportion of these given its size).		


## Protection

Our Protection Service prioritises the risks to the business sector, focusing on the provision of advice and importantly the enforcement of legislation with a mind set of continuing to support the economic wellbeing of the West Midlands.




To support the delivery of the following Strategic Objective:




- We will advise and enforce on fire safety issues across the West Midlands to comply with fire safety legislation.

<b>PI 13</b>		<b>The number of accidental fires in non-domestic premises</b> Forecast YTD: 137 Actual to date: 118 <b>Over performance against the tolerance levels</b>
The number of accidental fires in non-domestic properties continues to fall, to its lowest level in quarter 1 for the last four years. 118 is 11 down on this time last year, and outside the lower tolerance limit.		

<b>PI 14</b>		<b>The number of false alarm calls due to fire alarm equipment</b> Forecast YTD: 1470 Actual to date: 1442 <b>Performance is within the tolerance levels</b>
Two former performance indicators (PI11 & PI12) have been combined. PI 14 now records false alarms due to equipment in all property types. The previous years' quarter 1 figures have been amended to include all false alarms due to equipment, irrespective of property type, to allow a fair comparison.		






### People Support Services

<b>PI 15</b>		<b>The percentage of employees that have disclosed their disabled status</b> Target: 100% Actual to date: 81.7% <b>Under performance against the tolerance levels</b>
This was an ambitious target set at the beginning of the year. There has been an increase in the number of individuals who have disclosed their disability status following a number of areas of activity including attendance by managers to disability awareness and reasonable adjustments workshops, closer working with managers to increase disclosure with teams, and targeted information sent to all individuals and their line manager who had not declared their disability status.		
<b>PI 16</b>		<b>The number of female uniformed staff</b> Target: 79 Actual to date: 80 <b>Performance is within the tolerance levels</b>
<p>There will be little movement on this performance indicator due to the recruitment freeze. Progression and retention continues to be a focus through our positive action strategy. However, we will continue to look at any potential secondment opportunities in the future.</p> <p>Females are under represented at middle and supervisory levels at 4% and 4% respectively. This is against 5% representation within the workforce. This is a small margin and progress has been made in these areas.</p>		
<b>PI 17</b>		<b>The percentage of all staff from ethnic minority communities</b> Target: 14.0 Actual to date: 13.7 <b>Performance is within the tolerance levels</b>
<p>There were 4 BME leavers and 1 BME new starter. Targeted communication was sent to all individuals who had not declared their status and this has had a positive impact on the workforce planning data with individuals declaring their BME background.</p> <p>The BME status is currently as follows:  Uniformed: 193  Non-uniformed (including Fire Control): 94</p>		

<b>PI 18</b>		<b>The average number of working days/shifts lost due to sickness – uniformed employees</b> Target: 1.43 Actual to date: 1.53 <b>Under performance against the tolerance levels</b>
<p>Top 3 reasons for quarter 1 (duty days):</p> <p>Other: 551          Musculoskeletal – back: 322          Mental health – anxiety/depression: 293</p> <p>Top 3 reasons for quarter 4 (duty days):</p> <p>Other: 559          Mental health – anxiety/depression: 371          Respiratory – other: 300</p>		
<b>PI 19</b>		<b>The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff</b> Target: 1.74 Actual to date: 1.53 <b>Over performance against the tolerance levels</b>
<p>Top 3 reasons for quarter 1:</p> <p>Other: 283          Mental health – anxiety/depression: 154          Musculoskeletal – back: 99</p> <p>Top 3 reasons for quarter 4:</p> <p>Mental health – anxiety/depression: 163          Musculoskeletal – back: 124          Respiratory – other: 111</p>		
<b>PI 20</b>		<b>The average number of working days/shifts lost due to sickness – all staff</b> Target: 1.50 Actual: 1.54 <b>Performance is within the tolerance levels</b>
As per PI 18 & 19 – the average number for all staff equates to performance which is within the tolerance levels.		



## Safety, Health and Environment

<b>PI 21</b>		<b>The total number of injuries</b> Forecast YTD: 37 Actual to date: 39 <b>Under performance against the tolerance levels</b>
Slips, trips and falls remain the main cause accounting for 1 quarter of the injuries reported. Manual handling is the next most common type of injury although this accounted for more RIDDOR injuries in quarter 1. 8 injuries were incident related and 1 occurred during responding. This means 30 occurred in a controlled environment.		
<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Forecast YTD: 5 Actual to date: 8 <b>Under performance against the tolerance levels</b>
There has been an increase in injuries that are reportable to HSE during quarter 1. None of the reports have been followed up by the HSE to date. Manual handling related injuries account for one half of these. Half of the reports are from Black Country South Command.		
<b>PI 23</b>		To reduce the Fire Authority's carbon emissions Forecast YTD: Actual to date:
This indicator is reported on annually.		
<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 2728.8MWh Actual to date: 1989.7MWh <b>Over performance against the tolerance levels</b>
Targets have been profiled this year, to more accurately reflect seasonal variation. Service-wide, performance against target is positive, with wide-spread reduction in gas use. The only locations not meeting their respective quarter 1 targets are Aston, Canley, Hay Mills, Highgate and Ladywood. In the case of Canley and Hay Mills, this may be partially explained by the increased use of the sites as training hubs as part of the Distributed Training Model. Please note: this quarter's data is incomplete as it doesn't include gas use at The Academy, Billesley or Brierley Hill. Haden Cross doesn't have a quarter 1 target, as there is no historical performance to compare with.		
<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: 1365.2MWh Actual to date: 709.5MWh <b>Over performance against the tolerance levels</b>
Targets have been profiled this year, to more accurately reflect seasonal variation. Overall, performance against target is positive; with some good reductions in electricity use (11 of the sites have met their targets by over 10%). Sites that do not meet their respective targets include Canley, Hay Mills and Oldbury but this may be partially explained by the increased use of the sites as training hubs as part of the Distributed Training Model. Please note: this quarter's data is incomplete as it doesn't include electricity use at The Academy, Coventry and Headquarters. Haden Cross doesn't have a quarter 1 target, as there is no historical performance to compare with.		