

### Key Performance Indicators Status – Quarter Two 2022/23


<b>Key:</b>	
<b>Blue</b>	<b>Over performance against the tolerance levels</b>
<b>Green</b>	<b>Performance is within the tolerance levels</b>
<b>Red</b>	<b>Under performance against the tolerance levels</b>

### 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.

<b>PI 1</b>		<b>The Risk Based Attendance Standard</b> Target: under 5 minutes Actual: 4 minutes 45 seconds <b>Over performance against the tolerance levels</b>
<p>The median high-risk (Cat 1) attendance time was 4 minutes 45 seconds for Q2. 55.4% of Cat 1 incidents were in target and in high-risk areas this rose to 60.5%. Attendance times for Category 2, 3 &amp; 4 incidents remain significantly below the respective targets:</p> <p>Category 2 – 5 minutes 26 seconds (target of 7 minutes)          Category 3 – 4 minutes 54 seconds (target of 10 minutes)          Category 4 – 7 minutes 1 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.



<b>PI 2</b>		<b>The number of accidental dwelling fires</b> Target YTD: 825 Actual to date: 768 <b>Performance is within the tolerance levels</b>
<p>A total of 380 Accidental Dwelling Fires (ADF) were recorded for Q2 22/23, which is 16 less than the same time last year and 22 fewer than Q2 20/21. Year to date (YTD), ADFs are 57 (6.9%) incidents below target.</p> <p>All command areas and boroughs are either below or within tolerance level for the quarter and YTD.</p> <p>Coventry and Solihull command are below target by 15.2% (-25 incidents); this is the largest percentage difference across the commands.</p> <p>Cooking, electricity supply, other domestic style appliances and smoking remain the top four sources of ignition responsible for ADF.</p> <p>Please note there are still outstanding workbooks for Q2 and some may be ADF incidents.</p>		
<b>PI 3</b>		<b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b> Target YTD: 26 (23 – 32) Actual to date: 31 <b>Performance is within the tolerance levels</b>
<p>There were a total of 12 injuries from Accidental Dwelling Fires during Q2 22/23; this is within tolerance for the quarter and 2 below the target. YTD, there have been a total of 31 injuries which is above target by +19.2% (+5) but remains within the tolerance levels.</p> <p>The 12 PI injuries were split between 3 in both July and August and 6 during September.</p> <p>The 3 PI injuries for July occurred in, Birmingham South (2) and Birmingham North (1). The 3 PI injuries for August occurred in, Black Country South (2) and Coventry and Solihull (1). The 6 PI injuries occurred in Birmingham South (2), Birmingham North (1) and Black Country South (3).</p>		

Coventry and Wolverhampton are the only boroughs to see no PI injuries during Q2.

All commands other than Birmingham South and Birmingham North are within tolerance level for the year. Birmingham South are 4 above target for the year and Birmingham North are 6 above.

A quarter of the PI injuries for Q2 were due to cooking. The other reasons were either matches, candles etc, smoking, fire spread from secondary location, domestic appliance fire or electric supply fire.

Age ranges were varied with the eldest being 96 and youngest being 10. 8 of the 12 were male and all casualties went to hospital for treatment.

PI 4		<b>The number of deaths from accidental dwelling fires</b> Target YTD: N/A Actual to date: 3
<p>There has been one fatality in an accidental dwelling fire in Q2 22/23; this occurred in Birmingham South during September 22.</p> <p>The cause of death was due to a naked flame of a tealight candle coming into contact with combustible materials. Sadly, the 87-year-old female was pronounced dead at the scene.</p>		
PI 5		<b>The percentage of Safe and Well visits referred by our partners</b> Target YTD: 45% (45% - 47.25%) Actual to date: 38.9% <b>Under performance against the tolerance levels</b>
<p>The percentage of Safe &amp; Well visits completed in quarter 2 because of a referral from a partner was 39.1% of the total of 8886 completed Safe &amp; Wells. Whilst this is 5.9% below the expected target of 45% it has increased from 38.6% in quarter 1.</p> <p>It is slightly lower than the 39.5% achieved during quarter 2 of the 2021/22, as are the number of visits completed as 9,148 visits were completed during quarter 2 last year. However, the average assessment points, the indicator of the risk and vulnerability of those who receive a Safe &amp; Well, has increased from 6.91 in quarter 2 last year to 7.25 in quarter 2 this year.</p> <p>The priorities and performance measures for Safe &amp; Well were changed at the start of August 2022, with the removal of the measure for 'completing an average of 2 visits per appliance per 24 hours.' The purpose of this change is to enable a focus on quality referral pathway building and nurturing relationships to increase the number of referrals for those who the CRMP identifies as being most at risk and vulnerable to fire. This should also increase the percentage of Safe &amp; Well visits that are completed because of a referral from a partner.</p> <p>The Prevention Partnerships &amp; Vulnerability team continue to update and increase the resources and training videos available to Operational Crews to support them to engage with and maintain relationships with partners whose service users are at risk and vulnerable to</p>		

fire.

Station Prevention Evaluation sessions are continuing with watches by the Prevention Evaluation and Quality Assurance Team. They continue to focus on stations where performance is the lowest and continue to support watches and Station Commanders to create actions for improvement.

**PI 6**



**The number of Safe & Well points achieved by the Brigade**

Target YTD: 130,000 (117,000 – 136,500)

Actual to date: 130,085

**Performance is within the tolerance levels**

All the Safe & Well visits completed during quarter 2 have been face to face, there have been no remote Safe & Well assessments. The total number of Safe & Well points achieved in quarter 2 was 64,427 against the target of 65,000, This is 573 below target. However, year to date, the total points target has been achieved. The half yearly target is 130,000 and total points at the end of quarter 2 were 130,085. This is because the total points achieved in quarter 1 were above the 65,000 target at 65,657.

The quality indicator that helps us demonstrate that we are targeting those that the CRMP identifies as being most at risk and vulnerable in our communities, the average assessment points per visit, was 7.25 in quarter 2, which whilst significantly below the 8.5 expected, has increased from 6.58 in quarter 1. This means that crews are still doing more Safe & Well visits to achieve the total points target, however, they are not always delivering the service to those most at risk.

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Station Prevention Evaluation sessions are continuing with watches by the Prevention Evaluation and Quality Assurance Team. They continue to focus on stations where performance is the lowest and continue to support watches and Station Commanders to create actions for improvement.

**PI 7**



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

Target YTD: Not applicable

Actual to date: 253


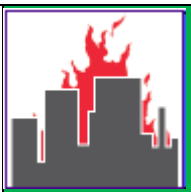
Please note that the following is West Midlands Police data provided by Transport for West Midlands. Due to the nature of RTC incidents and the time they take to be finalised, the figures provided in this report may be subject to revision in future time periods.

The total number of people killed or seriously injured on West Midlands roads for 2022/23 so far is 253, this includes 11 fatalities and 242 seriously injured across 733 incidents. Over the same period last year (April 21 – August 21) there were 388 persons killed or seriously injured across 2,036 incidents.

Although the data for 22/23 has not yet been finalised, the number of incidents has significantly reduced when compared to previous years, even compared with the COVID year; 64.0% compared to the same period last year and 36.9% compared with 2020. I expect to see the figures for this financial year to be more comparable to previous years once the data has been finalised.

Of the 11 fatalities for the year so far, 4 occurred in Birmingham, 2 in Coventry, 2 in Sandwell, 2 in Wolverhampton and 1 in Solihull.

The highest number of fatalities in a month was 4 and this was during April 22. The majority of fatalities were aged between either 16 – 19 years old or 20 – 29 years old and were recorded as being the driver or rider or a vehicle. The top contributing factor for the 11 fatalities was 'Aggressive driving'.


<b>PI 8</b>		<b>The number of deliberate fires in dwellings</b> Target YTD: 94 (84 – 99) Actual to date: 93 <b>Performance is within the tolerance levels</b>
<p>There have been 45 deliberate dwelling fires recorded for Q2, 2 below target and 3 less than last year. YTD, deliberate dwelling fires are within tolerance level and 1 below target.</p> <p>Since the increase in May 2022 (21 incidents), deliberate dwelling fires have reduced back to regular figures, ranging between 13 and 16.</p> <p>Black Country South is the only command to be above tolerance level YTD (+26.7%), Black Country North is within, and all other commands are below; this is also the same for the quarter.</p> <p>31.1% of fires in Q2 occurred within Purpose built flat(s) / maisonette(s).</p>		
<b>PI 9</b>		<b>The number of deliberate fires in non-domestic premises</b> Target YTD: 69 (56 – 73) Actual to date: 58 <b>Performance is within the tolerance levels</b>
<p>There were 27 Deliberate Non-Domestic Fires during Q2 (7 below target); 11 in July, 12 in August and 4 in September. September has seen the lowest figure for this financial year and the lowest recorded figure since November 2021 when only 3 Deliberate Non-Domestic Fires were recorded.</p>		

YTD, Deliberate Non-Domestic Fires are currently 11 below target and within the tolerance levels.

All commands are either within or below the tolerance level for the quarter and YTD.

Just one incident was attended at HMP Birmingham during Q3; this was in August.

No trends were highlighted for property types.


<b>PI 10</b>		<p><b>The number of deliberate vehicle fires</b></p> <p>Target YTD: 303 (271 –733)</p> <p>Actual to date: 274</p> <p><b>Performance is within the tolerance levels</b></p>
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There were 148 Deliberate Vehicle Fires in Q2 22/23, 4 below target for the quarter and 15 more than the same period last year. YTD, Deliberate Vehicle Fires are within the tolerance levels and 29 below target.

Although below target for the year and quarter, August 2022 seen a significant rise in Deliberate Vehicle Fires with 70 incidents for the month; this is the highest figure this year and the highest recorded figure since May 2019.

8 of the 148 incidents occurred within the Kingstanding ward (4 in July and 4 in August); these were repeat locations of Kings Road, Finchley Road Park and Banners Walk. All 8 incidents occurred between 6pm and midnight.

Other than Birmingham North who are +11 above target for the year, all other commands are currently within or below tolerance level.

<b>PI 11</b>		<p><b>The number of deliberate rubbish fires</b></p> <p>Target YTD: 822 (780 - 838)</p> <p>Actual to date: 901</p> <p><b>Under performance against the tolerance levels</b></p>
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There were 412 Deliberate Rubbish Fires during Q2, which is -22 below target for the quarter. So far this year, there have been 901 Deliberate Rubbish Fires, which is +79 (9.6%) above target YTD and above the upper tolerance level.


During August, there was a significant increase in the number of Deliberate Rubbish Fires with 166 incidents; this is the second highest total of the year behind April with 205 incidents. September then seen a reduction with just 105 incidents in the month; this is the lowest figure so far this year and the lowest figure since February 2022 with 67 incidents.

The August increase is likely due to the 6-day UK wide heatwave between 9th and 15th August; 33.7% of Deliberate Rubbish Fires occurred between this time period.

Coventry and Solihull and Birmingham North are the only commands within tolerance level for the year. All other commands are currently above tolerance level with Black Country North being the highest above target with +25.7%, followed by Birmingham South with

+21.9% and Black Country North with +14.3%.

43.9% of Deliberate Rubbish Fires attended in Q2 were due to 'Loose refuse / rubbish'.

<b>PI 12</b>		<p><b>The number of deliberate fires in derelict buildings</b></p> <p>Target YTD: 74 (66 –78)</p> <p>Actual to date: 92</p> <p><b>Under performance against the tolerance levels</b></p>
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There were 36 Deliberate Derelict Building Fires during Q2 22/23, which is 4 above target but within tolerance level for the quarter. YTD, Deliberate Derelict Building Fires are above tolerance level by 24.3% or +18 incidents.

Other than Black Country South who are within tolerance level and below the YTD target by 7, all other commands are above target YTD and for the quarter. As the figures are relatively low, the percentage against target appears higher, where in fact most commands that are above target are only above by between +2 - +5 incidents.

Black Country North are above YTD target by 53.1% or +17 incidents, this is the largest figure above target across the commands.



July 2022, seen the second highest number of Deliberate Derelict Building Fires in a month with 15 fires, this was behind April who has so far had the highest with 23.

Over half of the fires in Q2 occurred in Black Country North, specifically in the Walsall borough and Bloxwich West ward; this is the case for most months and is due to the large number of Derelict Buildings found within this area.

## 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

<b>PI 13</b>		<p><b>The number of accidental fires in non-domestic premises</b></p> <p>Target YTD: 201 (190 – 205)</p> <p>Actual to date: 195</p> <p><b>Performance is within the tolerance levels</b></p>
<p>There were 94 Accidental Fires in Non-Domestic premises during Q2 22/23, which is within tolerance level and below target by 10 for the quarter. Accidental Fires in Non-Domestic premises are currently below the YTD target by 3.0% or -6 incidents.</p> <p>Birmingham North is the only command above target for the year with +21.7% or +10 incidents. All other commands are either below or within target.</p> <p>Although still within target, July seen the highest number of Accidental Fires in Non-Domestic premises for the year with 36 incidents.</p> <p>Across all commands, Accidental Fires in Non-Domestic premises occur largely at retail premises and were caused mainly by 'Faults in system or appliance'.</p>		
<b>PI 14</b>	 <p><b>Fire alarm</b></p>	<p><b>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises</b></p> <p>Target YTD: 2992 (2842 – 3051)</p> <p>Actual to date: 3272</p> <p><b>Under performance against the tolerance levels</b></p>
<p>There were 1,715 false alarm calls due to equipment (FAE) in Q2 22/23, this is 91 below target for the quarter and 56 more than this time last year. YTD, False alarms due to equipment are 9.4% above target or +280 incidents.</p> <p>FAEs exceeded the monthly target in July and September by +67 and +20 incidents, respectively. July seen the highest number of alarms in a month for this year so far with 592 alarms; this is the highest monthly figure since November 2014 when there were 611 alarms.</p> <p>Birmingham North and Black Country South are currently above target for the year, while the commands are either below or within tolerance level. Birmingham North is currently +220 incidents for year and Black Country South is +99 above target.</p> <p>Almost 5% of alarms in the quarter occurred within the Ladywood ward. Without further investigation and data cleansing, repeat properties are difficult to identify.</p> <p>Dwellings account for 80.0% of incidents, cooking/burnt toast the was most likely reason for the false alarm, followed by faulty equipment. Health premises are the second most attended property type after dwellings with the large hospitals having multiple visits throughout the quarter.</p> <p>Fire Control call management continues to enable a positive call challenging approach. Only 35% of all calls received resulted in the attendance of the Service, and just 11% of calls received from Alarm Receiving Centres (ARC).</p>		




## People

<b>PI 15</b>		<p><b>The percentage of employees that have disclosed their disabled status</b></p> <p>Target: 100% (95% - 100%)</p> <p>Actual to date: 90.2%</p> <p><b>Under performance against the tolerance levels</b></p>
<p>Declaration rates remain high with 90% of all employees having made a declaration regarding disability. 4% have stated that they have a disability.</p> <p>A previous dip in performance had been attributed to new entrants coming through the Oracle system and this has been addressed through PSS.</p>		
<b>PI 16</b>		<p><b>The number of female uniformed staff</b></p> <p>Target: 180 (171 – 189)</p> <p>Actual to date: 172</p> <p><b>Performance is within the tolerance levels</b></p>
<p>Between April 2022 and October 2022 WMFS employed 52 new entrant firefighters of which 16 (31%) are women. The percentage of women candidates being successful in the recruitment process was adversely impacted during the Covid pandemic. This highlighted the impact that face to face positive action has upon the diversity of trainee firefighters. Now that restrictions are lifted, a programme of events has been built into the current recruitment process that offers focussed support. A new social media campaign has been developed and our careers pages have a fresh new look. A range of videos have been developed with members of our stakeholder groups to support our positive action activity.</p>		
<b>PI 17</b>		<p><b>The percentage of all staff from BAME communities</b></p> <p>Target: 14.4% (13.7% – 15.2%)</p> <p>Actual to date: 14%</p> <p><b>Performance is within the tolerance levels</b></p>
<p>Between April 2022 and October 2022 WMFS employed 52 new entrant firefighters of which 13 (25%) are BAME. Recruitment programme for BAME applicants have been reintroduced following the lifting of the Covid restrictions. Early results are encouraging with BAME candidates having a 72% success rate at the most recent behavioural assessments. Station taster sessions are being reintroduced and offer the opportunity for potential candidates to engage with local fire station crews and carry out some physical activities that relate to the FF role as well as have some input about the Service and the Recruitment process.</p>		
<b>PI 17a</b>		<p><b>The percentage of uniformed staff from BAME communities</b></p> <p>Target: 13.9% (13.2% – 14.6%)</p> <p>Actual to date: 13.5%</p> <p><b>Performance is within the tolerance levels</b></p>
<p>13.5% 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.</p>		


<b>PI 18</b>		<p><b>The average number of working days/shifts lost due to sickness – all staff</b></p> <p>Target: 5.06 Actual to date: 4.66</p> <p><b>Performance is within the tolerance levels</b></p>																					
See PIs 19 and 20 below																							
<b>PI 19</b>		<p><b>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff</b></p> <p>Target: 5.44 Actual to date: 4.64</p> <p><b>Performance is within the tolerance levels</b></p>																					
<p>To support our managers in managing sickness absence 'Ridership on the Road' events have begun which have a specific focus on attendance management and provide input for supervisory managers from PSS Business Partners and Occupational Health and Wellbeing. These events have commenced and will run through to the end of the financial year to build an understanding.</p> <p>The top five reasons for sickness for Uniformed and Fire Control staff are in the table below.</p> <table border="1" data-bbox="244 1133 1342 1415"> <thead> <tr> <th data-bbox="244 1133 746 1173">Uniformed and Fire Control Jul-Sep'22</th><th colspan="2" data-bbox="751 1133 1342 1173">Duty Days lost</th></tr> <tr> <th data-bbox="244 1180 746 1216">Top five reasons for sickness</th><th data-bbox="751 1180 1023 1216">Number</th><th data-bbox="1027 1180 1342 1216">Percentage</th></tr> </thead> <tbody> <tr> <td data-bbox="244 1223 746 1258">Mental Health</td><td data-bbox="751 1223 1023 1258">786</td><td data-bbox="1027 1223 1342 1258">21.7%</td></tr> <tr> <td data-bbox="244 1265 746 1301">Covid</td><td data-bbox="751 1265 1023 1301">536</td><td data-bbox="1027 1265 1342 1301">14.8%</td></tr> <tr> <td data-bbox="244 1308 746 1344">Gastrointestinal</td><td data-bbox="751 1308 1023 1344">336</td><td data-bbox="1027 1308 1342 1344">9.3%</td></tr> <tr> <td data-bbox="244 1350 746 1386">Joint Problems</td><td data-bbox="751 1350 1023 1386">335</td><td data-bbox="1027 1350 1342 1386">9.2%</td></tr> <tr> <td data-bbox="244 1393 746 1429">Back Problems</td><td data-bbox="751 1393 1023 1429">293</td><td data-bbox="1027 1393 1342 1429">8.1%</td></tr> </tbody> </table>			Uniformed and Fire Control Jul-Sep'22	Duty Days lost		Top five reasons for sickness	Number	Percentage	Mental Health	786	21.7%	Covid	536	14.8%	Gastrointestinal	336	9.3%	Joint Problems	335	9.2%	Back Problems	293	8.1%
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<b>PI 20</b>		<p><b>The average number of working days/shifts lost due to sickness – non-uniformed staff</b></p> <p>Target: 3.81 Actual: 4.72</p> <p><b>Under performance against the tolerance levels</b></p>																					
<p>The Attendance management policy has been reviewed and an Attendance Management toolkit introduced along with guidance for of absence, return to work interview and progression through the stages of recording sickness.</p> <p>The top five reasons for sickness for non-uniformed staff are in the table below.</p>																							

Non-Uniformed Jul-Sep'22		Duty Days lost	
Top five reasons for sickness		Number	Percentage
Mental Health		240	22.6%
Joint Problems		160	15.1%
Covid		135	12.7%
Post Operative		79	7.4%
Musculoskeletal: Knee		31	2.9%



<b>PI 21</b>		<b>The total number of injuries</b> Target YTD: n/a Actual to date: 73
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Please note an increase in injuries across the Service in quarter 2. These statistics have been analysed at each local committee. Quarter 2 shows that Slips/Trips have continued to be a trend, mainly due to ground conditions and stairs/steps. There are a range of different causes and no obvious trend. Manual Handling continues to be a trend, mainly involving hose and ladders. This has been previously noted and a project is in progress to address this.

<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Target YTD: n/a Actual to date: 9
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There have been 3 RIDDOR reports made for quarter 2, and these relate to 3 separate operations areas (Black Country North, Birmingham North and Black Country South). Accident investigations are taking place to identify any learning. One is a slip/trip, one is a mixture of a stumble and manual handling, and the other is classed as an injury no accident.

### Enabling Services

<b>PI 23</b>		<b>To reduce the Fire Authority's carbon emissions</b> Forecast YTD: Not Available Actual to date: Not Available
Information is not available for this PI.		
<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 5,279,767MWh (5,015,778 – 5,543,755) Actual to date: 4,354,056MWh <b>Over performance against the tolerance levels</b>

Analysis indicates that gas usage has been below the lower tolerance level throughout 22/23 apart from during May where performance was above the target and upper tolerance level for the month. The heating will have been switched to winter settings as the weather has turned. We will continue to monitor usage levels.

**PI 25**



**To reduce electricity use of Fire Authority premises**

Forecast YTD: 2,521,629MWh (2,395,548 – 2,647,710)

Actual to date: 2,040,880MWh

**Over performance against the tolerance levels**

Analysis indicates that electricity usage has been below the lower tolerance level throughout 22/23 apart from in September where performance has been within the tolerance levels, albeit remaining below the monthly target. Planned works for lighting upgrades have been postponed this financial year due to budget constraints but will be resurrected in the new year.