

**Performance Indicator Performance – Quarter Two 2016/17**

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.

Overall assessment of performance:

- Over performance against the tolerance levels

<b>PI 1</b>		<b>The Risk Based Attendance Standard</b> Target: under 5 minutes Actual: 4 minutes 42 seconds <b>Over performance against the tolerance levels</b>
		<p>The median attendance time to high-risk (Cat 1) incidents in quarter two is 4 minutes 42 seconds, a decrease of 2 seconds compared to the previous quarter. Reaction times have remained stable.</p> <p>Attendance times for Category 2, 3 &amp; 4 incidents remain well within target:</p> <ul style="list-style-type: none"><li>• Category 2: 5 minutes 9 seconds (target is under 7 minutes)</li><li>• Category 3: 4 minutes 53 seconds (target is under 10 minutes)</li><li>• Category 4: 6 minutes 33 seconds (target is under 20 minutes)</li></ul>




## 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.



Overall assessment of performance:

- Performance is within the tolerance levels

<b>PI 2</b>		<b>The number of accidental dwelling fires</b> Forecast YTD: 820 (779 – 836) Actual to date: 740 <b>Over performance against the tolerance levels</b>
Both year to date and quarterly numbers of Accidental Dwelling Fires remain below tolerance levels.		
<b>PI 3</b>		<b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b> Forecast YTD: 28 (23 – 31) Actual to date: 34 <b>Under performance against the tolerance levels</b>
<p>There were 16 injuries at Accidental Dwelling Fires in quarter two. However, this includes three incidents where multiple injuries were experienced (two incidents resulted in two injuries (four in total), and one incident resulted in four incidents). Therefore, 13 accidental dwelling fires resulted in injuries.</p> <p>The top two causes were smoking related (five incidents resulting in a total of six injuries) and faults in heating (two incidents resulting in a total of five casualties).</p>		
<b>PI 4</b>		<b>The number of deaths from accidental dwelling fires</b> Forecast YTD: N/A Actual to date: 4
There were two fatalities in quarter two, both in July. The source of ignition for one incident was smoking materials, and heater / fire for the other incident.		

<b>PI 5</b>		<b>The percentage of Safe and Well visits referred by our partners</b> Forecast YTD: 40% Actual to date: 41.6% <b>Performance is within the tolerance levels</b>
<p>Following a significant improvement during quarter one, performance has improved again during quarter two resulting in 41.6% of Safe and Well visits were from partner referrals, exceeding the 40% target. This reflects the continued emphasis on the importance of the partnerships approach.</p>		
<b>PI 6</b>		<b>The number of Safe &amp; Well points achieved by the Brigade</b> Forecast YTD: 90000 Actual to date: 111833 <b>Over performance against the tolerance levels</b>
<p>The number of Safe and Well points achieved remains above target for quarter two and for the year to date and for the second quarter it can be reported that the number of points achieved are the highest since Safe and Well visits were introduced in November 2015.</p> <p>The total number of Safe and Well visits completed per quarter continues to increase:</p> <p>2015/16 Q4 = 5300          2016/17 Q1 = 6586          2016/17 Q2 = 7236</p> <p>There has been an increase in the average assessment points achieved; from 7.63 in quarter one, to 8.14 in quarter two.</p>		
<b>PI 7</b>		<b>The number of people killed or seriously injured (KSI) in road traffic collisions</b> Forecast YTD: Not applicable Actual to date: 346
<p>The delay in obtaining figures for this performance indicator continues.</p> <p>The number of people killed or seriously injured has been following an increasing trend since early 2015. However, this is more due to a rise in serious injuries than fatalities, as the number of people killed in road traffic collisions between January and June 2016 is lower than it was for the same period for 2014 and 2015.</p>		

<b>PI 8</b>		<b>The number of arson fires in dwellings</b> Forecast YTD: 98 (88 – 103) Actual to date: 97 <b>Performance is within the tolerance levels</b>
<p>The number of arson dwelling fires for quarter two is just one above the target and therefore rated green. There was a small reduction in incidents in quarter two compared to quarter one, and compared to the same period for 2015/16.</p> <p>Monthly figures have remained stable for the last five months, averaging at 15 per month, and the early over-target figure was due to spike of 21 incidents in April 2016.</p>		
<b>PI 9</b>		<b>The number of arson fires in non-domestic premises</b> Forecast YTD: 71 (64 – 74) Actual to date: 105 <b>Under performance against the tolerance levels</b>
<p>Arson fires at non-domestic premises continue to be above target quarterly and for the year to date. 34 incidents have been recorded year to date at HMP Birmingham and contribute to the performance to a certain extent (there were seven incidents during the same period last year and 16 for the whole of 2015/16). However, it should be noted that if these incidents were removed from the total figure, this performance indicator would be exactly on target.</p> <p>Although there was just one incident in September, Dudley Borough has experienced more incidents so far this year to date than in each of the previous three years e.g. 15 incidents compared to 11 in 2015/16.</p>		
<b>PI 10</b>		<b>The number of arson vehicle fires</b> Forecast YTD: 350 (315 – 367) Actual to date: 458 <b>Under performance against the tolerance levels</b>
<p>All Command Area's year to date figures exceed the three year average number of incidents by at least 25%, with the exception of the Coventry and Solihull Command Area which has remained stable.</p> <p>Birmingham North and Black Country North have experienced the greatest increases compared to the previous three years' year to date average, (69.2% and 34.7% respectively).</p>		

<b>PI 11</b>		<b>The number of arson rubbish fires</b> Forecast YTD: 1282 (1217 – 1307) Actual to date: 1011 <b>Over performance against the tolerance levels</b>
<p>Arson rubbish fires remain below the lower tolerance level for the quarter and year to date.</p> <p>Incidents are following a similar trend as the three-year average, but with a smaller number of incidents, particularly in April, June and September, which were each more than 30% below the three-year average.</p>		
<b>PI 12</b>		<b>The number of arson fires in derelict buildings</b> Forecast YTD: 92 (82 – 96) Actual to date: 122 <b>Under performance against the tolerance levels</b>
<p>The number of arson fires in derelict buildings continue to exceed targets, both in quarter 2 and year to date. The months of June, July and September were all above target.</p> <p>The number of incidents within the Sandwell borough were particularly high in July (12 versus a target of three), and included a number of repeat locations.</p> <p>The number of incidents within the Walsall borough have been above target since June with 17 incidents over the course of the four months to September compared to a target of five incidents for the same period. Four incidents occurred at the same location and two incidents at another.</p>		

## 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.




Overall assessment of performance:

- Over performance against the tolerance levels

<b>PI 13</b>		<b>The number of accidental fires in non-domestic premises</b> Forecast YTD: 228 (205 – 240) Actual to date: 218 <b>Performance is within the tolerance levels</b>
<p>Accidental fires in non-domestic premises are within the tolerance levels, although 10 incidents below the target. Numbers are very small, with a monthly average of 36 incidents this year to date, and have been following a declining trend since 2012/13.</p>		
<b>PI 14</b>		<b>The number of false alarm calls due to fire alarm equipment</b> Forecast YTD: 2901 (2755 – 2958) Actual to date: 2907 <b>Performance is within the tolerance levels</b>
<p>False alarms due to equipment are on target for the second quarter in a row, although the number of incidents have increased compared to quarter one. Incidents at non-domestic premises have remained below 150 per month since June 2015. In quarters one and two of 2016/17 there has been a small increase in the number of incidents at non-domestic residential premises compared to last year, while reductions in the number of incidents have been observed at retail and health premises.</p> <p>A small increase has been observed in the number of incidents at dwellings during quarter two compared to last year.</p>		





## People Support Services


<b>PI 15</b>		<p><b>The percentage of employees that have disclosed their disabled status</b>  Target: 100%  Actual to date: 89.4%  <b>Under performance against the tolerance levels</b></p>
<p>There has been a small increase in the percentage of staff who have disclosed their disability status during quarter two to 89.4%.</p>		
<b>PI 16</b>		<p><b>The number of female uniformed staff</b>  Target: 75 (71 – 79)  Actual to date: 75  <b>Performance is within the tolerance levels</b></p>
<p>The firefighter recruitment campaign commenced in October 2016. Positive action activity was undertaken including ‘taster days’ held at a number of fire stations across the Service. The taster days were specifically targeted at females and of the 192 people who attended, 60 (31%) were female.</p> <p>Progression and retention continues to be a focus through our positive action strategy. Currently 24% of female operational employees are in a managerial position.</p>		
<b>PI 17</b>		<p><b>The percentage of all staff from ethnic minority communities</b>  Target: 10.0 (9.5 – 10.5)  Actual to date: 10.1  <b>Performance is within the tolerance levels</b></p>
<p>The firefighter recruitment campaign commenced in October 2016. Positive action activity was undertaken including ‘taster days’ held at a number of fire stations across the Service. The taster days were specifically targeted at BME groups and of the 192 people who attended, 67 (36%) described themselves as being from a minority ethnic background.</p> <p>Progression and retention continues to be a focus through our positive action strategy. Currently 26% of BME operational employees are in a managerial position.</p>		

<b>PI 18</b>		<p><b>The average number of working days/shifts lost due to sickness – uniformed employees</b>  Target: 3.01 (2.86 – 3.16)  Actual to date: 3.27  <b>Under performance against the tolerance levels</b></p>
<p>The average number of working days / shifts lost due to sickness for uniformed staff is higher than the target of 3.01.</p> <p>Top five reasons for sickness are:</p> <p>Mental Health – Anxiety / Depression  Post-operative  Joint problems  Gastrointestinal  Hospital inpatient / treatment</p>		
<b>PI 19</b>		<p><b>The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff</b>  Target: 3.11 (2.95 – 3.26)  Actual to date: 3.47  <b>Under performance against the tolerance levels</b></p>
<p>The average number of working days / shifts lost due to sickness for non-uniformed and Fire Control staff is higher than the target of 3.11 and 6% higher than the same period in 2015/16. However, the lowest sickness rate for September 2016 was the lowest rate ever recorded by the Service.</p> <p>The top five causes of absence were:</p> <p>Mental Health – Anxiety / Depression  Musculoskeletal – Back  Reproductive  Gastrointestinal  Urological</p>		
<b>PI 20</b>		<p><b>The average number of working days/shifts lost due to sickness – all staff</b>  Target: 3.03 (2.88 – 3.18)  Actual: 3.32  <b>Under performance against the tolerance levels</b></p>
<p>The performance rating reflects the increase in sickness across both operational and non-operational staff (see PI 18 and PI 19).</p>		



## Safety, Health and Environment

<b>PI 21</b>		<b>The total number of injuries</b> Forecast YTD: 72 (68 – 76) Actual to date: 68 <b>Performance is within the tolerance levels</b>
<p>Quarter two showed an improved performance for injury reporting with 28 reports compared against 40 reports during quarter one.</p> <p>Slips, trips and falls and manual handling remain the two most common causes of injury.</p> <p>Birmingham have experienced a slightly higher proportion of injuries reported (25 of 68 injuries) compared to other areas.</p> <p>22 of the 68 injuries were incident related and 46 injuries occurred in a controlled environment.</p> <p>60 injuries were to employees, 45 of whom were within the 30 - 50 age bracket. There were eight injuries to non-employees including Fire Cadets and visitors to Safeside.</p>		
<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Forecast YTD: 9.5 (9.0 – 10.0) Actual to date: 8 <b>Over performance against the tolerance levels</b>
<p>Five RIDDOR reports were recorded during quarter two (compared to three reports during quarter one). The overall target of 19 reports for the year is relatively low and therefore, the figure is slightly below the lower tolerance level.</p>		
<b>PI 23</b>		To reduce the Fire Authority's carbon emissions Forecast YTD: N/A Actual to date: N/A
<p>This indicator is reported on annually in quarter 4 of each year.</p>		
<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 3,679MWh Actual to date: 2,679MWh <b>Over performance against the tolerance levels</b>
<p>The positive year on year reduction continues. A significant reduction below target for quarter two has been observed, possibly attributed to very mild weather and on-going planned station improvements and boiler upgrades.</p> <p>Station heating was switched back on week commencing 10 October so it is expected that there will be an increase in use over the next quarter.</p>		

<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: 2,677MWh Actual to date: 2,370MWh <b>Over performance against the tolerance levels</b>
<p>The reduction in use continues supported by light evenings and mild weather. Year on year reductions reflect continued lighting improvements.</p> <p>Some ongoing issues with delayed billing continues and likely to increase the figures for next quarter.</p>		