

**Performance Indicator Performance – Quarter One 2018/19**

| <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> |

**Response**

Our response priorities focus on dealing excellently with emergency incidents:

- The most serious emergency incidents will be attended, on average, within five minutes to save life, protect homes and businesses, and keep our transport networks moving
- Our commitment to operational excellence will reduce risk to life and property and enable an assertive, effective and safe emergency response to all incidents whilst supporting firefighter safety
- At all incidents we attend we will lead and co-ordinate rescue operations whilst working collaboratively with other agencies to deliver an excellent response and meet public expectations
- We will enhance resilience and deliver a local, national and international response to major incidents, emerging threats, and humanitarian situations through our specialist response teams

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| <b>PI 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | <b>The Risk Based Attendance Standard</b><br>Target: under 5 minutes<br>Actual: 4 minutes 43 seconds<br><b>Over performance against the tolerance levels</b> |
| <p>The median attendance time to high-risk (Cat 1) incidents in quarter one was 4 minutes 43 seconds, a decrease of ten seconds compared to the previous quarter and a three second decrease compared to the same quarter in 2017/18.</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 26 seconds (target is under 7 minutes)</li> <li>• Category 3: 4 minutes 58 seconds (target is under 10 minutes)</li> <li>• Category 4: 6 minutes 29 seconds (target is under 20 minutes)</li> </ul> |                                                                                     |                                                                                                                                                              |

## Prevention

Our prevention priorities focus on making safer, healthier communities:

- The number of people killed or seriously injured by fire-related incidents will reduce as we focus, with our partners, on the risks faced by the most vulnerable people in our communities
- Arson-related incidents will fall, supporting safer and stronger communities, as a result of our partnership working
- Fewer people will be killed or seriously injured on West Midlands roads, as we work with the West Midlands Combined Authority and other organisations to develop and deliver interventions that support the West Midlands Regional Road Safety Strategy
- The safety, health and well-being of the most vulnerable people in our communities will improve through our interventions delivered to tackle the effects of an increasing demand on health and social care services

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| <b>PI 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   | <b>The number of accidental dwelling fires</b><br>Forecast YTD: 393 (303 – 472)<br>Actual to date: 452<br><b>Performance is within the tolerance levels</b>                                 |
| <p>There were 452 accidental dwelling fires in quarter one, 59 (14.4%) above target, although within the tolerance levels. May and June 2018 both experienced increases in incidents compared to previous months. June experienced the highest number of incidents (164) which is the highest number since December 2016 (167).</p>                                                                                                                                                                                |                                                                                     |                                                                                                                                                                                             |
| <b>PI 3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | <b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b><br>Forecast YTD: 16 (6 – 25)<br>Actual to date: 7<br><b>Performance is within the tolerance levels</b> |
| <p>There were seven injuries as a result of accidental dwelling fires in quarter one, nine below target and within the tolerance levels.</p> <p>Four injuries occurred within the Birmingham South, two in Birmingham North, and two in Black Country North. Half of the incidents started in the kitchen and only one incident was started due to smoking materials. The remaining incidents were caused by heating equipment or candles.</p> <p>There were no multiple injuries recorded during quarter one.</p> |                                                                                     |                                                                                                                                                                                             |

PI 4



The number of deaths from accidental dwelling fires

Forecast YTD: N/A

Actual to date: 2

There were two fatalities due to Accidental Dwelling Fires during quarter one.

Both fatalities occurred in May, one in Black Country South, and one in Birmingham South. Both individuals were over 65 years old. Smoking materials and a cooking appliance were the sources of ignition at the two incidents.

PI 5



The percentage of Safe and Well visits referred by our partners

Forecast YTD: 55% (55% - 57.5%)

Actual to date: 54.6%

Performance is below the tolerance levels

The percentage of Safe and Well visits referred by our partners during quarter one was 54.6%, marginally below the new target of 55% (previously 50% during 2017/18). The percentage during quarter one equalled the highest quarter during the previous year (quarter three).

PI 6



The number of Safe & Well points achieved by the Brigade

Forecast YTD: 75,000

Actual to date: 85,795

Over performance against the tolerance levels

85,795 Safe & Well points were achieved during quarter one, over ten thousand points above the target.

10,045 Safe & Well visits were carried out during the quarter. 3559 visits were carried out in June, the highest monthly total in at least the last five years.

The average number of points per visit remains consistent at 8.51.

Breakdown of the total number of Safe & Well (S&W) for quarter one:

|                                  |       |       |       |
|----------------------------------|-------|-------|-------|
|                                  | Apr   | May   | Jun   |
| Total S&W visits:                | 3029  | 3457  | 3559  |
| Total S&W per appliance per day: | 1.74  | 1.92  | 2.07  |
| Total S&W points*:               | 26025 | 29446 | 30322 |

\*Please note that the figures quoted in the table may not tally 100% with the quarterly figure due to delays in the data systems.

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| <b>PI 7</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    | <p><b>The number of people killed or seriously injured (KSI) in road traffic collisions</b></p> <p>Forecast YTD: Not applicable</p> <p>Actual to date: Not available (not up to date)</p>  |
| <p>Delays continue in the provision of figures for this performance indicator. At the time of writing, the figures for quarter one are not yet known and figures for March 2018 (quarter four) remain outstanding.</p> <p>There were 70 people killed or seriously injured in road traffic collisions during January 2018 and 61 during February. Although the figures for quarter four 2017/18 do not yet include data for March 2018, examining the most recent available data indicates that there has been a significant reduction in the number of people killed or seriously injured during January and February compared to quarter three. There would need to be over 166 such incidents during March 2018 for the figures to be above those for the previous quarter.</p> <p>There were seven fatalities during January and February; these figures are not final and can still increase.</p> |                                                                                     |                                                                                                                                                                                            |
| <b>PI 8</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   | <p><b>The number of deliberate fires in dwellings</b></p> <p>Forecast YTD: 48 (31 – 64)</p> <p>Actual to date: 61</p> <p><b>Performance is within the tolerance levels</b></p>             |
| <p>The number of deliberate fires in dwellings were 29.6% above target but within the tolerance levels.</p> <p>Quarter one experienced the highest number of incidents in a quarter since quarter two 2014/15 (65).</p> <p>There were 31 incidents during May, the highest number in a month since August 2013 (36). Over half the fires occurred within the Black Country North command area, in particular the East Park ward where there were 11 incidents recorded. All other command areas were within their respective tolerance levels.</p>                                                                                                                                                                                                                                                                                                                                                     |                                                                                     |                                                                                                                                                                                            |
| <b>PI 9</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <p><b>The number of deliberate fires in non-domestic premises</b></p> <p>Forecast YTD: 47 (31 – 63)</p> <p>Actual to date: 34</p> <p><b>Performance is within the tolerance levels</b></p> |
| <p>The number of deliberate fires in non-domestic premises were within the tolerance levels for the first since quarter four 2016/17, with 13 incidents below the target. All command areas were within the tolerance levels.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     |                                                                                                                                                                                            |

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| <b>PI 10</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    | <b>The number of deliberate vehicle fires</b><br>Forecast YTD: 210 (135 – 282)<br>Actual to date: 196<br><b>Performance is within the tolerance levels</b>           |
| <p>There were 196 incidents during quarter one (14 below target). The number of incidents has increased slightly compared to the previous quarter but were lower than the same period last year. All command areas were within the tolerance levels.</p>                                                                                                                                                                                                                                                                       |                                                                                     |                                                                                                                                                                      |
| <b>PI 11</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    | <b>The number of deliberate rubbish fires</b><br>Forecast YTD: 590 (455 – 707)<br>Actual to date: 416<br><b>Over performance against the tolerance levels</b>        |
| <p>At 416 incidents, the number of deliberate rubbish fires increased during quarter one following the decrease in incidents observed during quarter four. There were 175 incidents in June, the highest number in a month for seven months. It is considered that the hot / dry weather would be contributing factor.</p> <p>45.8% of incidents involved 'loose refuse / rubbish' and 46.7% of incidents occurred between 1900 hours and midnight.</p> <p>All command areas were below their respective tolerance levels.</p> |                                                                                     |                                                                                                                                                                      |
| <b>PI 12</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | <b>The number of deliberate fires in derelict buildings</b><br>Forecast YTD: 45 (30 – 61)<br>Actual to date: 43<br><b>Performance is within the tolerance levels</b> |
| <p>The number of deliberate fires in derelict buildings were two incidents below target and within the tolerance levels. Figures have remained within the tolerance levels since quarter one 2016/17.</p> <p>All command areas were above their respective tolerance levels with the exception of Black Country South which were below target.</p>                                                                                                                                                                             |                                                                                     |                                                                                                                                                                      |

## Protection

Our protection priorities focus on creating stronger businesses and safer communities. We will ensure:

- High risk buildings including residential high rise, are assessed to ensure public safety and provide reassurance from the risks of fire
- Businesses become safer from fire through interaction with our people delivering integrated prevention, protection and response services
- Enhance economic growth by providing clear advice and flexible support in collaboration with other regulators and partner agencies
- Utilise and evidence-based approach to risk reduction to enable effective engagement with the most vulnerable businesses and members of the community
- Reduce the impact of Automatic Fire Alarms, to minimise unnecessary disruption and costs to businesses, other organisations and our communities

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| <b>PI 13</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                         | <b>The number of accidental fires in non-domestic premises</b><br>Forecast YTD: 104 (67 – 140)<br>Actual to date: 124<br><b>Performance is within the tolerance levels</b>                                                 |
| <p>There were 124 accidental fires in non-domestic premises during quarter one, 16% above target although remaining within the tolerance levels. All command areas were within their respective tolerance levels.</p>                                                                                                                                                                                                                                                                                 |                                                                                                          |                                                                                                                                                                                                                            |
| <b>PI 14</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <br><b>Fire alarm</b> | <b>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises</b><br>Forecast YTD: 1312 (1011 – 1574)<br>Actual to date: 1422<br><b>Performance is within the tolerance levels</b> |
| <p>There were 1422 false alarm calls due to fire alarm equipment in dwellings and non-domestic premises during quarter one, above target but within the tolerance levels.</p> <p>All command areas were within the respective tolerance levels.</p> <p>30.7% of incidents occurred within the Birmingham North command area. During June 2018, non-domestic premises accounted for 29.4% of incidents involving false alarm equipment, the highest proportion since quarter four 2015/16 (29.9%).</p> |                                                                                                          |                                                                                                                                                                                                                            |

## People Support Services

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| <b>PI 15</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    | <p><b>The percentage of employees that have disclosed their disabled status</b><br/> Target: 100% (90% - 100%)<br/> Actual to date: 92.6%<br/> <b>Performance is within the tolerance levels</b></p> |
| <p>The percentage of employees disclosing their disability status has remained relatively constant with a slight rise compared to previous periods, to 92.6%.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                     |                                                                                                                                                                                                      |
| <b>PI 16</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    | <p><b>The number of female uniformed staff</b><br/> Target: 98 (90 – 108)<br/> Actual to date: 96<br/> <b>Performance is within the tolerance levels</b></p>                                         |
| <p>The number of female uniformed staff has increased to 96. Seven female recruits have been employed during quarter one, equalling 32% of recruits. The Service has set a target of 40% of all recruits to be female throughout the year. Although the current figures are slightly below this target, the Service is confident that the target will be met. For example, there are currently 16 women in the final stages of selection who will commence employment during either August or October; which will equate to 50% of the total number required.</p> <p>40% of uniformed posts are crew commander or above. 27% of female staff in uniformed positions hold the role of crew commander or above. This represents a slight decrease compared to the previous quarter but remains a significant improvement on the figure of 14% reported in 2012. When considering non-uniformed staff, 58% of posts are above a grade eight; 44% of female non-uniformed staff are in a post above a grade eight.</p> |                                                                                     |                                                                                                                                                                                                      |
| <b>PI 17</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | <p><b>The percentage of all staff from BME communities</b><br/> Target: 10.9% (9.8% – 12.0%)<br/> Actual to date: 10.8%<br/> <b>Performance is within the tolerance levels</b></p>                   |
| <p>The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time with a slight increase to 10.8% in quarter one (10.6% in quarter four).</p> <p>Staff from BME communities account for 9.4% of uniformed posts, 17% of non-uniformed posts, and 1.5% of Fire Control posts.</p> <p>When considering the ethnicity profile of crew commanders and above, 27% of BME uniformed staff hold a management position. When considering non-uniformed staff, 58% of posts are above a grade eight; 51% of BME non-uniformed staff are in a post above a grade eight.</p>                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                     |                                                                                                                                                                                                      |



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| <b>PI 17a</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    | <b>The percentage of uniformed staff from BME communities</b><br>Target: 9.5% (8.5% – 10.5%)<br>Actual to date: 9.4%<br><b>Performance is within the tolerance levels</b>                                           |
| <p>9.4% of uniformed staff are from Black and Minority Ethnic (BME) communities (just below target).</p> <p>27% of uniformed BME staff are in a management position (Crew Commander and above).</p> <p>Of the new firefighters recruited during quarter one, six (27%) were from BME backgrounds. The overall target of 35% has been set for the year and although the quarter one figure is slightly below this, the Service is confident that the target will be met. There are currently five applicants from BME backgrounds who are ready for the next training course which will commence in August 2018.</p> <p>Positive action activity continues and there are currently 18 applicants from BME communities who are receiving support through the pre-recruitment programme in preparation for their attendance at the assessment day scheduled in August.</p> |                                                                                     |                                                                                                                                                                                                                     |
| <b>PI 18</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <b>The average number of working days/shifts lost due to sickness – all staff</b><br>Target: 1.32 (1.05 – 1.58)<br>Actual to date: 1.56<br><b>Performance is within the tolerance levels</b>                        |
| <p>An average of 1.56 working days/shifts per person were lost due to sickness during quarter one, above target but within the tolerance levels. The figure represents a 12.9% increase compared to the same period in 2017/18.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     |                                                                                                                                                                                                                     |
| <b>PI 19</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <b>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff</b><br>Target: 1.38 (1.10 – 1.65)<br>Actual to date: 1.57<br><b>Performance is within the tolerance levels</b> |
| <p>An average of 1.57 working days/shifts per person were lost due to sickness during quarter one. This was above the target although within the tolerance levels. The figure represents a 12.9% increase compared to the same period in 2017/18. Whilst this shows a high percentage change, the amount of sickness during quarter one was lower than in most of the last three quarters of 2017/18.</p> <p>41% of Uniformed sickness episodes have no absence reason recorded.</p> <p>41% of Uniformed back to work interviews have not been recorded on HRMS.</p>                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                                                                                                                                                     |



The top 5 causes of sickness are:

- Mental health
- Joint problems
- Gastrointestinal
- Respiratory – Cold and Flu
- Musculoskeletal – lower limb

301 days were lost through restricted duties during the quarter, compared to 357 days during the same quarter last year.

**PI 20**



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

Target: 1.12 (0.89 – 1.34)

Actual: 1.53

**Under performance against the tolerance levels**

An average of 1.53 working days/shifts per person were lost due to sickness during quarter one. This was above the target and the upper tolerance level. The figure represents a 35.4% increase compared to the same period in 2017/18.

31% of non-uniformed sickness episodes have no absence reason recorded.

51% of non-uniformed back to work interviews have not been recorded on HRMS.

It is not able to report the top 5 causes of sickness as they may identify individuals.

Four members of staff were on restricted duties (same as per quarters three and four 2017/18).

## **Safety, Health and Environment**

**PI 21**



**The total number of injuries**

Forecast YTD: 32 (29 – 35)

Actual to date: 37

**Under performance against the tolerance levels**

There were 37 injuries during quarter one. 13 (35%) were incident related and 24 (65%) were not incident related, including training. Slips, trips and falls (eight), and struck by (eight), were the main causes of injury.

67 near hits were reported during the quarter. 19 were related to issues regarding satellite navigation devices on appliances (it is planned to replace these following a successful trial of new equipment). Four reports related to communication issues with breathing apparatus; research is being carried out to identify appropriate preventative measures.

There were 45 violence near hit reports during the quarter, 35 of which involved verbal abuse and 6 reports related to the throwing of missiles. 41 reports were incident related and 4 were non-incident related, including fire safety activities.

|              |                                                                                   |                                                                                                                                                              |
|--------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PI 22</b> |  | <b>The total number of RIDDOR injuries</b><br>Forecast YTD: 3.75 (3.6 – 3.9)<br>Actual to date: 4.0<br><b>Under performance against the tolerance levels</b> |
|--------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|

There were four RIDDOR reports during quarter one. The four incidents were spread across one at an incident, one during a school visit, one experienced by a member of support staff whilst undertaking their duties, and one occurring during training.

Note: RIDDOR refers to the ‘Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Further information is available via the Health and Safety Executive website.

|              |                                                                                   |                                                                                                    |
|--------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <b>PI 23</b> |  | <b>To reduce the Fire Authority’s carbon emissions</b><br>Forecast YTD: N/A<br>Actual to date: N/A |
|--------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|

Performance indicator is reported annually.

|              |                                                                                     |                                                                                                 |
|--------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <b>PI 24</b> |  | <b>To reduce gas use of Fire Authority premises</b><br>Forecast YTD: N/A<br>Actual to date: N/A |
|--------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|

Performance indicator is reported annually.

|              |                                                                                     |                                                                                                         |
|--------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>PI 25</b> |  | <b>To reduce electricity use of Fire Authority premises</b><br>Forecast YTD: N/A<br>Actual to date: N/A |
|--------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|

Performance indicator is reported annually.