

# **WEST MIDLANDS FIRE AND RESCUE AUTHORITY**

## **EXECUTIVE COMMITTEE**

**27 MARCH 2017**

### **1. CORPORATE PERFORMANCE INDICATORS 2017/18**

Report of the Chair of the Scrutiny Committee

RECOMMENDED

THAT Executive Committee approves the Corporate Performance Indicators (PIs) and targets for 2017/18 as set out in Appendix 1.

### **2. PURPOSE OF REPORT**

This report is submitted to seek approval for the corporate PIs and targets for 2017/18 and to provide information to the Executive Committee about the rationale that formulates the revised targets.

### **3. BACKGROUND**

- 3.1 In accordance with its planning framework, the Service has reviewed its rolling three year corporate strategy – The Plan 2017 – 2020. As part of this approach at the meeting on 20 February 2017 the Authority approved the revised outcomes. These are set out in The Plan and are enablers to achieving our vision of “Making West Midlands Safer, Stronger and Healthier”.
- 3.2 Following approval of the outcomes set out in The Plan, the ACFO Service Delivery, as the lead officer for scrutiny matters, has worked with stakeholders to:-
  - Consider past performance results.
  - Review the internal strategies and approaches and external influencers that will shape our 2017-18 performance and drive the target setting.

- Identify the appropriate PIs for 2017/18.
- 3.3 In accordance with the Service's commitment to enabling governance through effective engagement and transparency and in line with the constitution, officers met with the Scrutiny Committee Chair on 20 February 2017. At this meeting the Scrutiny Committee Chair recommended that the proposed corporate PIs and targets for 2017/18 be submitted to Executive Committee for approval.

### **Setting PI targets 2017/18**

- 3.4 Graduated Tolerances have been introduced for 2017/18, this assists when the numbers are small at the beginning of the year. A bigger tolerance is allowed in Quarter 1 which decreases when we get to Quarter 4. This is to aid the interpretation of performance indicators that could be misled by being red when the numbers are only marginally above the target.
- 3.5 The performance indicator numbers for 2017/18 remain the same as 2016-17 with the exception of the People Support Services performance indicators where an additional indicator has been included. PI17a is the PI for 'The percentage of uniformed staff from BME communities'. This is in addition to PI 17 'The percentage of all staff from BME communities'.
- 3.6 The targets that have been set for 2017/18 have taken into account the commitment to improving services and outcomes to the community. All the targets have been set either below or at the three year average performance outturn except for PI10.
- 3.7 PI5 – The percentage of safe and well checks referred by our partners, has been set at 40% for many years. During 2016/17 this has been achieved, 41.8% of referrals are from our partners. The partnership team have been restructured and are now supporting the commands with partner activities, as a consequence the target has been increased to 50%.
- 3.8 To reflect the target increase of the Safe and Well referred by partners (PI 5) to 50%, the number of Sale and Well points (PI 6) has been increased from 135,000 in 2016/17 to 275,000

for the year 2017/18. This will be achieved by conducting an average of 1.5 Safe and Well visits per appliance, per day. Currently the average score for a Safe and Well visit is over eight points, which is evidence in itself that the most vulnerable members of the community are being targeted.

- 3.9 PI10 – The number of arson vehicle fires has been steadily rising since 2012/13. Despite all of the interventions and activities that we have been delivering, this increase is predicted to continue. This increase is also being experienced across the other Metropolitan Brigades and is a national issue. Work is being carried out with other Fire and Rescue Services to look at the impact of these incidents to understand how we can effectively and sustainably reduce the number of incidents. Subsequently the target for 2017/18 has been increased by 19% on the 3 year average which represents a 0% increase on 2016/17. Future work to reduce incidents will include adopting a collaborative approach involving closer working with West Midlands Police, the Combined Authority and other Community Partnership Groups.
- 3.10 PI14 – The number of false alarm calls due to fire alarm equipment in dwellings & non-domestic properties, the target has been set at 10% below the three year average. The proposed reduction in the number of incidents can be achieved through maintaining the fleet of 3 brigade support vehicles and working to prevent automatic fire alarm actuations rather than the current practice of working with businesses following actuation.
- 3.11 PI16 – The target for the number of female uniformed staff for 2017/18 has been set at 6.4%, 89 members of staff. The positive action strategy for attraction and selection supports this ambition.
- 3.12 PI17a – The percentage of uniformed staff from BME communities is a new indicator. The target for 2017/18 is 9.8%, which equates to 35% of the seventy new recruits. This links into the positive action strategy as mentioned in 3.11.

#### 4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The matters

contained in this report do not relate to a policy change.

5. **LEGAL IMPLICATIONS**

There are no direct legal implications arising from this report.

6. **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report. It should be noted that the Authority's approved 2017/18 budget is aligned to and will support the delivery of The Plan.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

The contact name for this report is Assistant Chief Fire Officer Gary Taylor who can be contacted on 0121 380 6914.

**BACKGROUND PAPERS**

Fire Authority Agenda Item 7, 20 February 2017, The Plan 2017/20.

COUNCILLOR CHRIS TRANTER  
CHAIR, SCRUTINY COMMITTEE