


Key Performance Indicators Status – Quarter Four 2021/22

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 priorities focus on dealing excellently with emergency incidents:


- We aim to get to incidents within our attendance standards across all categories; with five minutes in high-risk areas, to save life, reduce harm and protect homes and businesses.
- We will, through our highly trained firefighters, deliver an assertive, effective and safe response to all incidents to make the biggest difference for our communities.
- We will lead rescue operations and work collaboratively with partners to deliver an effective response.
- We will deliver a local, national and international response to major incidents, new risks and humanitarian situations, through our firefighters and specialist teams.

PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 43 seconds Over performance against the tolerance levels
<p>The median high-risk (Cat 1) attendance time was 4 minutes 43 seconds for Q4. Overall, performance has remained well within target throughout the year with median attendance times recorded as 4 minutes 41 seconds for both Q1 and Q2, and 4 minutes 38 seconds during quarter 3. Overall, 56.6% of Cat 1 incidents were in target and in high-risk areas this rose to 64.2%.</p> <p>Attendance times for Category 2, 3 & 4 incidents remain significantly below the respective targets:</p> <p>Category 2 – 5 minutes 26 seconds (target of 7 minutes) Category 3 – 4 minutes 59 seconds (target of 10 minutes) Category 4 – 7 minutes 8 seconds (target of 20 minutes)</p>		

Prevention

Our prevention priorities focus on making safer, healthier communities:

- We will work with our partners to reduce fire related risks faced by the most vulnerable in our communities.
- We will improve the safety, health and well-being of the most vulnerable people in our communities, through targeted prevention activities directly linked to vulnerability from fire.
- We will educate to prevent arson related incidents, supporting safer and stronger communities through our partnership working.
- We will reduce the number of people killed or seriously injured on our roads through education and prevention, working with strategic partners.
- We will work in partnership to support and protect the most vulnerable in our communities throughout the COVID-19 pandemic and beyond.

PI 2		The number of accidental dwelling fires Target YTD: 1623 (1543 – 1655) Actual to date: 1506 Over performance against the tolerance levels
<p>For the 2021/22 performance year-end there were a total of 1,506 Accidental Dwelling Fires (ADF) recorded across the Brigade against a target of 1,623. This figure represents the lowest number of ADF incidents since 1998/99. During Q4 a total of 372 ADF's were recorded across the Service which is 32 incidents (-7.9%) below the target level of 404. Therefore, for both the quarter and performance year, ADF's were below tolerance.</p> <p>Breakdown of incidents via Command Area:</p> <ul style="list-style-type: none"> • Black Country North was below tolerance for ADF incidents for the year recording a total of 252 incidents against a target of 309 (-18.4%). For Q4 the command was within target having recorded a total of 63 ADF's against a target of 64 (-1.6%). Wolverhampton was below tolerance for the year having recorded 144 ADFs against a target of 169 (-14.8%) and was also below tolerance for Q4 recording 33 against a target of 35 (-5.7%). Walsall was below tolerance for the year recording 108 against a target of 141 (-23.4%). For Q4 Walsall was over target and tolerance by 3.4%, which was due to an increase in ADF's within the borough during March 2022. • Black Country South was within target for ADFs for the year having recorded a total of 322 incidents against the target of 325 (-0.9%). For Q4 the command was below tolerance having recorded 82 incidents against a target of 88 (-6.8%). Sandwell was below tolerance for the year, recording 175 ADFs 		

against the target of 193 (-9.3%). For Q4 the borough was also below tolerance recording 40 against the target of 51 (-21.6%). Dudley was above tolerance for the year having recorded 147 ADFs against a target of 131 (12.2%) and was due to elevated levels between August and November 2021 (inclusive). For Q4 the borough was also over tolerance recording 42 against a target of 37 (13.5%) and was due to increased levels of incidents during February 2022.

- Birmingham North was below tolerance for the year having recorded a total of 316 ADF incidents against a target of 336 (-6.0%). For Q4 Birmingham North was also below tolerance, recording 76 ADFs against a target of 82 (-7.3%).
- Birmingham South was below tolerance for the year having recorded a total of 348 ADF incidents against a target of 391 (-11.0%). For Q4 Birmingham South was also below tolerance recording 91 against the target of 102 (-10.8%).
- Coventry and Solihull were above tolerance for the year having recorded a total of 268 ADF incidents against a target of 261 (2.7%). Coventry was above tolerance for the year recording 188 incidents against the target of 176 (6.8%). For Q4 the borough was within target recording 47 incidents against the target of 47. Solihull Borough was below tolerance for the year recording 80 against a target of 85 (-5.9%). For Q4 the borough was also below tolerance recording 13 incidents against the target of 19 (-31.6%).

PI 3



Injuries from accidental fires in dwellings (taken to hospital for treatment)

Target YTD: 52 (41 – 57)

Actual to date: 43

Performance is within the tolerance levels

As at 2021/22 year-end, there were a total of 43 injuries at accidental dwelling fires (ADF) incidents recorded across the brigade against a target of 52, meaning that the Service finished the year within target and tolerance levels. Injuries were particularly high in Q2 when 20 were recorded against a target of 11 (81.8%). The year-end figure of 43, whilst still significant, represents the lowest number of ADF injuries since 1998/99. For Q4, there were 8 injuries at ADF's against the target of 16 (-50.0%) and was below target and tolerance.

Breakdown of incidents via Command Area:

- Black Country North finished the year over target having recorded 9 ADF injuries against a target of 7 (28.6%). The command only recorded one ADF injury during Q4. Walsall borough finished the year above tolerance having recorded 7 Injuries at ADF's against the target of 3 (133.3%), whereas Wolverhampton borough was below target having recorded a total of 2 ADF injuries against the target of 4 (-50.0%).
- Black Country South finished the year within target having recorded a total of 11 ADF injuries against a target of 12 (-8.3%). Sandwell recorded 3 ADF

injuries for the year against a target of 7 and so was below target (-57.1%) and tolerance, whereas Dudley was over target (60.0%) and tolerance having recorded a total of 8 ADF injuries against the target of 5.

- Birmingham North finished the year below target and tolerance having recorded 7 ADF injuries against a target of 10 (-30.0%).
- Birmingham South also finished the year below target and tolerance having recorded a total of 7 ADF injuries against a target of 16 (-56.3%).
- Coventry and Solihull finished the year above target and tolerance having recorded a total of 9 ADF injuries against a target of 8 (12.5%). This was due to ADF injuries being higher than expected during Q1 and Q2. Coventry was on target for the year recording 3 ADF injuries against the target of 3. No such injuries were recorded during Q4 within the borough. Solihull, by contrast, was over target and tolerance for the year having recorded a total of 6 ADF injuries against the target of 5 (20.0%). One such injury was recorded during Q4 within the borough.

PI 4



The number of deaths from accidental dwelling fires

Target YTD: N/A

Actual to date: 14

During the 2021/22 performance year there were a total of 14 deaths at accidental dwelling fires (ADF). This figure represents a 55.6% increase over the 9 deaths recorded during 2020/21. All Commands recorded at least one ADF death. However, when combined, the Black Country Commands accounted for 11 such fatalities which is 78.6% of the total. Black country South alone accounted for 7 ADF deaths or 50.0% of the total. Black Country North accounted for 4 ADF deaths (28.6%) with one incident within the Bushbury area of Wolverhampton resulting in two deaths. Birmingham North, Birmingham South, and Coventry & Solihull each recorded one death.

ADF deaths were highest during Q1 and Q3 when 3 deaths were recorded during each quarter, followed by Q4 when 4 deaths were recorded. The peak months for ADF deaths were April and December 2021 when 3 such deaths were recorded during each of those months.

Males accounted for 12 deaths (86.0%) and females accounted for the remaining 2 (14.0%).

Where recorded, the age of those deceased ranged between 34 and 91 years. Those between the ages of 40 and 65 years accounted for 7 fatalities (50.0%).


Males accounted for 8 fatalities (57.1%) and females accounted for the remaining 6 (42.9%).

Ten fatalities were recorded as 'White British' (71.4%) and 2 were recorded as 'Asian'

(14.2%). The remaining victims' ethnicity was not recorded.

Three deaths were recorded as smoking related, three were recorded as heating equipment related, two were related to matches, candles or incense burners.

Alcohol and/or drugs was indicated in one death.

PI 5		<p>The percentage of Safe and Well visits referred by our partners</p> <p>Target YTD: 45% (45% - 47.25%)</p> <p>Actual to date: 41.1%</p> <p>Under performance against the tolerance levels</p>
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- End of Year 2021/22

At the end of the year 2021/22, the % of Safe & Well visits completed because of a referral from a partner was 41.1% of a total of 36,993 completed Safe & Wells.

Whilst this is 3.9% below the expected target of 45% and is below the 45.2% achieved for 2020/21, it is representing a % significantly higher proportion of Safe & Wells completed as only 18,466 Safe & Wells were completed in 2020/21.

Despite the challenges of the COVID-19 pandemic, the % of Safe & Well visits completed because of a referral from partners have increased on 2019/20, when the % of Safe & Wells completed because of a referral from a partner was 37.1% or 30,989 completed Safe & Wells.


- Quarter 3 - 2021/22

The % of Safe & Well visits completed in quarter 3 because of a referral from a partner was 39.2% of a total of 9,343 completed Safe & Wells.

- Quarter 4- 2022/22

The % of Safe & Well visits completed in quarter 4 because of a referral from a partner was 42.0% of a total of 9,629 completed Safe & Wells.

In early January 2022, Tymly was launched for the recording of Safe & Well visits that were completed remotely. 119 remote Safe & Wells were completed using Tymly during this quarter.

PI 6		<p>The number of Safe & Well points achieved by the Brigade</p> <p>Target YTD: 259,680 (259,680 – 272,664)</p> <p>Actual to date: 252,269</p> <p>Under performance against the tolerance levels</p>
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At the end of the financial year 2021/22 the total number of Safe & Well points achieved was 252,269 against a target of 259,680. This is 7,411 points or 2.86%

below target for the year.

The average number of Safe & Well visits per appliance per day was 1.91. In addition, there is a quality indicator of an average of 8.5 assessment points per Safe & Well which is an indicator of the risk and vulnerability for those receiving an assessment. At the end of the financial year the average assessment points achieved was 6.84.

Despite the challenges of the COVID-19 pandemic, the number of Safe & Well points achieved during 2021/22 is higher than the total for 2019/20 which was 233,439 points, which was 26,241 points or 10% below target.

The average number of Safe & Wells completed per appliance per day is also higher than 2019/21 when it was just 1.60.

Average assessment points have decreased slightly from 7.53. This may be due to the challenges faced by referring partners from the pandemic and the delivery of remote Safe & Well which covers only traditional fire safety.

- Quarter 3 – 2021/22

The total number of Safe & Well points achieved in quarter 3 was 63,382 against a target for the quarter of 64,920. This is 1,538 points or 2.36% below target for the quarter.

The average number of Safe & Well visits per appliance per day was 1.92 and the average assessment points per visit was 6.78.

- Quarter 4 – 2021/22



The total number of Safe & Well points achieved in quarter 3 was 64,882 against the target of 64,920. This is 38 points below target for the quarter.

The average number of Safe & Well visits per appliance per day was 2.02 and the average assessment points per visit was 6.82.

Overall, performance during 2021/22 is significantly improved on that for 2020/21 when at year end, the total number of Safe & Well points achieved was just 117,179.

The average Safe & Wells completed per day per appliance was 1.82.

There has been a slight improvement in the average assessment points per visit which was 6.78 during 2020/21.

PI 7		<p>The number of people killed or seriously injured (KSI) in road traffic collisions</p> <p>Target YTD: Not applicable</p> <p>Actual to date: 701</p>
<p>Please note that road casualty data is supplied by Transport for West Midlands and is accurate up to 31 December 2021, after this date full data may not yet be available or consolidated, and therefore figures for 2021/22 are highly likely to change. The following data is for the period 01/04/21 to 31/12/21.</p> <p>Across the West Midlands there were 648 serious and fatal road traffic collisions (RTC's) that resulted in 701 people being killed or seriously injured (KSI), (37 fatalities and 664 serious injuries). This is a 7.28% increase compared to the same period in 2018 when there were 604 persons killed or seriously injured in RTCs.</p> <p>Of the 37 fatalities, 17 were drivers/riders, 12 were passengers and 8 were pedestrians. The vast majority (89.2%) of those killed in RTCs were male and over half (56.7%) were aged between 20 and 39 years.</p> <p>Of those seriously injured, 357 (53.8%) were drivers/riders, 218 (32.8%) were pedestrians, and 89 (13.4%) were passengers.</p> <p>Black Country North recorded 147 RTC KSI's (7 fatalities/140 serious injuries); Black Country South recorded 146 (5 fatalities/141 serious injuries); Birmingham recorded 293 (19 fatalities/274 serious injuries); and Coventry and Solihull recorded 111 (6 fatalities/105 serious injuries).</p> <p>Birmingham saw the largest increase in people killed in RTCs (+10) compared to the same period in 2020, whereas Black Country South has seen the largest decrease (-7).</p> <p>Whilst all commands saw an increase in the number of people seriously injured in RTCs, the largest numerical increase was recorded within Black Country North (+39) compared to the same period in 2020.</p>		
PI 8		<p>The number of deliberate fires in dwellings</p> <p>Target YTD: 202 (180 – 212)</p> <p>Actual to date: 193</p> <p>Performance is within the tolerance levels</p>
<p>For the 2021/22 performance year there were a total of 193 deliberate dwelling fires recorded across the Service against a target of 202 (-4.5%) and means the Service finished the year within target. This year-end figure represents the second lowest number of incidents since 1998/99.</p> <p>Breakdown of incidents via Command Area:</p>		

- Black Country North was below target and tolerance for the year recording 34 DDF incidents against a target of 42 (-19.0%). During Q4 the command was also below tolerance. For the year Wolverhampton was below target by 4 incidents (20.0%) but for Q4 was over target and tolerance by one incident (25.0%). Walsall was under target for the year by 4 incidents (-18.2%) and for Q4 was under target by 5 incidents (-62.5%).
- Black Country South was below target and tolerance for the year recording 25 DDF incidents against a target of 32 (-21.9%). During Q4 the command was also below tolerance by one incident (-12.5%). For the year Sandwell was under tolerance by 11 incidents (-57.9%) and for Q4 was also under target by 3 incidents. Dudley was over target and tolerance for the year by 4 incidents (30.8%) mainly due to the higher-than-expected number of incidents recorded during Q3 and Q4.
- Birmingham North was within target for the year recording a total of 40 deliberate dwelling fires against the target of 44 (-9.1%). For Q4 Birmingham North was on target with DDF incidents.
- Birmingham South was also within target the year recording a total of 53 deliberate dwelling fires against the target of 52 (1.9%). For Q4 DDFs were over target and tolerance by 6 incidents (54.5%).
- Coventry and Solihull were over target and tolerance for the year having recorded a total of 41 DDF's against a target of 33 (24.2%). For Q4 the command was also above tolerance by 6 incidents (100%). Both Coventry and Solihull boroughs were above tolerance for the year, recording 32 and 9 DDF incidents respectively.

PI 9

The number of deliberate fires in non-domestic premises

Target YTD: 119 (107 – 119)

Actual to date: 115

Performance is within the tolerance levels

For the 2021/22 performance year there were a total of 115 deliberate non-domestic fires recorded across the Service against a target of 119 (-3.4%) and means the Service finished the year within target. For Q4 the Service was over target by 6 incidents (30.0%) which was due to a higher-than-expected number of incidents recorded during January and March 2022.

Breakdown of incidents via Command Area:

- Black Country North was above tolerance for the year recording 33 deliberate non-domestic fires against the target of 22 (50.0%) and was mainly due to elevated incident levels between August and October 2021 (inclusive). The command was also above tolerance for Q4 recording 2 more incidents (40.0%) than the target. Wolverhampton was above tolerance for the year recording 24 incidents against the target of 10 (140.0%) and was also above tolerance for

Q4 by 3 incidents (100%). Walsall was below tolerance for the year recording 9 incidents against the target of 12 (-18.2%) and was also below tolerance for Q4.

- Black Country South was above tolerance for the year recording 26 deliberate non-domestic fires against the target of 24 (8.3%) and was above tolerance for Q4 by 3 incidents (100%). Sandwell borough was above tolerance for both the year and during Q4 recording 14 and 6 incidents respectively. Dudley borough was on target for the year recording 12 incidents against the target of 12. No deliberate non-domestic fires were recorded within the borough during Q4.
- Birmingham North was below tolerance for the year recording 31 deliberate non-domestic fires against the target of 36 (-13.9%) but was over target and tolerance for Q4 during which 10 incidents were recorded (42.9%).
- Birmingham South was below tolerance for the year recording 12 deliberate non-domestic fires against the target of 24 (-50.0%). No deliberate non-domestic fires were recorded during Q4.
- Coventry and Solihull command achieved target for the year recording 13 deliberate non-domestic fires against the target of 13. This was also the case for Q4 when 3 incidents were recorded against the target of 3. Coventry recorded 12 of the 13 incidents and resulted in the borough being above tolerance for the year whereas Solihull was below tolerance for the year.

PI 10



The number of deliberate vehicle fires

Target YTD: 698 (629 – 733)

Actual to date: 519

Over performance against the tolerance levels

For the 2021/22 performance year there were a total of 519 deliberate vehicle fires recorded across the Service which was significantly below the target of 698 (-25.6%) and means the Service finished the year below tolerance. For Q4 the Service was under target by 25 fires (-16.1%) and again below tolerance.

Black Country North and Birmingham were within target levels for the year, whereas all other commands were below target and tolerance.

PI 11



The number of deliberate rubbish fires

Target YTD: 1448 (1375 – 1476)

Actual to date: 1356

Over performance against the tolerance levels

For the 2021/22 performance year there were a total of 1,355 deliberate rubbish fires recorded across the Service against a target of 1,448 (-6.4%) and means the Service finished the year under target and tolerance. For Q4 the Service was over target by 55 fires (20.1%) and therefore above tolerance.

Breakdown of incidents via Command Area:

- Black Country North was over target and tolerance for the year recording 359 deliberate rubbish fires against the target of 336 (6.8%). The command was also over target and tolerance for Q4 when 91 fires were recorded against the target of 76. Wolverhampton was under target and tolerance for the year recording 104 fires against a target of 115 (-9.6%) but was over tolerance for Q4 when 27 fires were recorded. Walsall recorded most of the commands deliberate rubbish fires recording 255 incidents during the year and so was above target and tolerance. The borough was also above tolerance for Q4 due to an increased number of fires during January and March.
- Black Country South was within target for the year recording 352 deliberate rubbish fires against the target of 353 (-0.3%). The command was, however, above target and over tolerance for Q4 mainly due to a significant spike in deliberate rubbish fires during March. Sandwell and Dudley boroughs each recorded 176 deliberate rubbish fires during the year, resulting in Sandwell being over target by 11 fires (6.7%), whilst Dudley was under target by 12 fires (-6.4%).
- Birmingham North recorded 190 deliberate rubbish fires during the year which was against a target of 195 and was therefore within target. For Q4 Birmingham North recorded 33 incidents against the target of 30 and was above tolerance.
- Birmingham South recorded 198 deliberate rubbish fires during the year which was against a target of 260 and was therefore below target and tolerance. For Q4 Birmingham South recorded 41 fires against the target of 47 and again below tolerance.
- Coventry and Solihull recorded 256 deliberate rubbish fires during the year which was against a target of 303 and was therefore below target and tolerance. For Q4 Coventry and Solihull recorded 63 fires against the target of 58 putting the command above target and tolerance levels. Both Coventry and Solihull boroughs were below tolerance for the year, recording 220 and 36 deliberate rubbish fires, respectively.

PI 12

**The number of deliberate fires in derelict buildings**

Target YTD: 108 (98 – 113)

Actual to date: 121

Under performance against the tolerance levels

For the 2021/22 performance year there were a total of 121 deliberate derelict building fires recorded across the Service against a target of 108 (12.0%). This resulted in the brigade being over target and above tolerance for the year and was chiefly due to incidents being elevated during Q1. For Q4 19 such fires were recorded against a target of 21, and therefore was within target.


Breakdown of incidents via Command Area:

- Black Country North recorded almost half (45.4%) of all recorded deliberate derelict building fires within the West Midlands area. The total of 55 incidents was 57.1% above the target of 35 and resulted in the command being over target and tolerance for the year. This was largely due to a high number of incidents during Q1. For Q4 a total of 7 incidents were recorded against a target of 8 and resulted in the command being under tolerance (-12.5%). Wolverhampton was over target and tolerance for the year having recorded 18 incidents against a target of 7 (157.1%). The borough was also over target and tolerance for Q4 due to a spike in incidents during January 2022. Walsall was over target and above tolerance for the year having recorded 37 incidents against a target of 27 (37.0%) and was due to incidents being elevated during Q1 and Q2. For Q4 the borough recorded 4 incidents against a target of 8 resulting in being under target and tolerance.
- Black Country South was on target for the year having recorded a total of 39 deliberate derelict building fires against a target of 39. For Q4 a total of 5 incidents were recorded against a target of 7 (-28.6%) resulting in the command being under target and tolerance. Sandwell was under target and tolerance for the year having recorded a total of 16 incidents against a target of 20 (-20.0%). For Q4 the borough was also under target and tolerance. Dudley was over target and above tolerance for the year having recorded 23 incidents against a target of 19 (21.1%). This was mainly due to increased incidents during Q1 and Q2. For Q4 the borough was under target and tolerance.
- Birmingham North was on target for the year having recorded a total of 7 deliberate derelict building fires against a target of 7. During Q4 2 incidents were recorded against a target of 1.
- Birmingham South was under target and tolerance for the year having recorded a total of 15 incidents against a target of 20 (-25.0%). For Q4 Birmingham South was above target and tolerance having recorded a total of 5 incidents against a target of 3 (66.7%).
- Coventry and Solihull command finished the year under target having recorded 5 incidents against a target of 7 (-28.6%). Coventry borough recorded 4 incidents during the year and Solihull recorded one incident.

Protection

Our protection priorities focus on protecting life and property to make businesses stronger and communities safer:

- We will protect life and property by targeting high-risk buildings and vulnerable businesses through an advice, compliance and enforcement approach to fire safety legislation, with a focus on residential tall buildings.
- We will continuously improve our community safety outcomes by implementing the learning from independent and sector-led reviews.
- We will improve community safety through innovative and smarter approaches, using digital technology to enhance the delivery of protection activities.
- We will assist in the restoration of economic growth through prevention, education and support to businesses, including collaboration with other regulators and partner agencies.
- We will develop and adopt innovative approaches to reduce disruption to businesses, communities and West Midlands Fire Service caused by unwanted fire signals.

PI 13		The number of accidental fires in non-domestic premises Target YTD: 406 (366 – 426) Actual to date: 390 Performance is within the tolerance levels
<p>For the 2021/22 performance year-end there were a total of 390 accidental non-domestic fires recorded across the Service against a target of 406 (-3.9%) and is therefore within target. For Q4 the Service was also within target recording a total of 95 incidents against a target of 103 (-7.8%).</p> <p>Breakdown of incidents via Command Area:</p> <ul style="list-style-type: none"> • Black Country North command recorded a total of 85 accidental non-domestic fires during the year and was over target and tolerance by 12 incidents (16.4%). For Q4 the command was also over target and tolerance by 2 incidents (11.8%). Both Wolverhampton and Walsall boroughs were above tolerance for the year recording 43 and 42 incidents respectively. For Q4 Wolverhampton was on target recording 9 incidents against the target of 9, whereas Walsall was above tolerance by 2 incidents (25.0%). • Black Country South was within target for the year recording 83 accidental non-domestic fires against the target of 91 (-8.8%). For Q4 the command was on target recording 22 incidents against a target of 22. Sandwell borough was within target for the year recording 53 incidents against the target of 54 (-1.9%), however the borough was above tolerance for Q4 by 3 incidents (23.1%). 		

Dudley borough was below tolerance for the year by 7 incidents (-18.9%) and was also below tolerance for Q4 by 3 incidents (-33.3%).

- Birmingham North was below tolerance for the year recording 83 incidents against the target of 101 (-17.8%). The command was also below tolerance for Q4 by 8 incidents (-28.6%).
- Birmingham South was within target for the year recording 78 accidental non-domestic fires against a target of 75 (4.0%). For Q4 the command was over target and tolerance by 3 incidents which was a result of incident spiking during March 2022.
- Coventry and Solihull were within target for the year recording 61 accidental non-domestic fires against a target of 66 (-7.6%). For Q4 the command was below tolerance recording 10 accidental non-domestic fires against the target of 16 (-37.5%). Coventry borough was below target and tolerance for the year having recorded 38 incidents against the target of 46 (-17.4%) but was within target for Q4 when 9 incidents were recorded against the target of 9. Solihull borough was over target and tolerance for the year having recorded 23 accidental non-domestic fires against the target of 20 (15.0%) and was mainly due to incidents of this type being during Q1 and Q2. For Q4 Solihull borough only recorded one accidental non-domestic fire which was significantly below the target at 6 (-83.3%) and hence below tolerance.

PI 14



The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises

Target YTD: 5797 (5508 – 5912)

Actual to date: 5930

Under performance against the tolerance levels

For the 2021/22 performance year there were a total of 5,927 false alarms (equipment) incidents recorded across the Service against a target of 5,797 (2.2%) and means the Service finished the year over target and tolerance. For Q4 the Service was over target by 102 FAE incidents (7.9%) and therefore above tolerance.


Breakdown of incidents via Command Area:




- Black Country North was within target for the year recording 1,199 FAE's against the target of 1,177 (1.9%). For Q4 the command was over target by 14 incidents (5.5%) and therefore above tolerance. Wolverhampton was over target and tolerance for the year having recorded 745 FAEs against the target of 696 (7.0%). The borough was also over target and tolerance for Q4. Walsall was below target and tolerance for the year having recorded a total of 454 FAE's against the target of 481 (-5.6%) however the borough was within target for Q4.
- Black Country South was within over target and tolerance for the year recording 1,134 FAE's against the target of 1,016 (11.6%). The command was



also over target for Q4 recording 255 incidents against the target of 233 (9.4%). Sandwell was within target for the year recording 548 incidents against the target of 540 (1.5%) however, the borough was over target for Q4 by 9 FAE incidents (7.4%). Dudley was significantly over target for the year recording 586 FAEs against the target of 475 (23.4%). For Q4 the borough was also over target by 14 FAE incidents (12.6%).

- Birmingham North recorded 1,609 FAE incidents during the year which was against a target of 1,484 and was therefore over target by 8.4%. For Q4 Birmingham North recorded 398 incidents against the target of 338 and was above tolerance.
- Birmingham South recorded 935 FAE incidents during the year which was against a target of 1,180 and was therefore significantly below target (-20.8%). For Q4 Birmingham South was again below tolerance.
- Coventry and Solihull recorded 1,050 FAE incidents during the year which was against a target of 940 and was therefore over target by 11.7% and hence above tolerance. For Q4 Coventry and Solihull recorded 261 FAE incidents against the target of 219 again putting the command above target and tolerance levels. Both Coventry and Solihull boroughs were above target and tolerance for the year, recording 709 and 341 FAE's, respectively.


People Support Services

PI 15		<p>The percentage of employees that have disclosed their disabled status</p> <p>Target: 100% (95% - 100%)</p> <p>Actual to date: 90%</p> <p>Under performance against the tolerance levels</p>
<p>Declaration rates remain high, with 90% of staff declaring their disability status. This has decreased however and in March 2022 the DICE team conducted a 'Don't be a Blank' campaign to encourage our employees to update their personal information including disability, as well as other Protected Characteristics. The campaign sought to raise awareness of the importance of declaration, assurance that data was secure, as well as provide practical advice on how to update the Oracle system.</p>		

PI 16		The number of female uniformed staff Target: 198 (189 – 207) Actual to date: 165 Under performance against the tolerance levels
<p>Between April 2021 and March 2022 WMFS have employed 85 new entrant firefighters. Of these 10 (12%) are women. The decline in the number of females being successful in the recruitment process has been attributed to our inability to provide targeted, face to face positive action during the pandemic. Our strategy for increasing representation of women is under review and now that Covid restrictions have eased the Firefighter recruitment programme, and female fitness programmes have been reintroduced. Taster sessions are also being held at Fire Stations across the Service with the first session at Canley in May.</p> <p>WMFS gender pay gap has decreased to 8.9% in 2021 when compared to the 9.8% gap reported in 2020. When considering the top 100 salaries in the Service, there are 37 women in this group in 2021, an increase from the 32 reported in 2020.</p>		
PI 17		The percentage of all staff from BAME communities Target: 14.6% (13.9% – 15.3%) Actual to date: 14% Performance is within the tolerance levels
<p>Between April 2021 and March 2022, the Service employed 85 new entrant firefighters. Of these 20 (24%) are from a BAME background. Our recruitment programmes targeted at BAME applicants have recommenced now that the pandemic restrictions have eased. Our 'Be a Firefighter' application portal has been enhanced with refreshed imagery.</p> <p>25% of BAME uniformed employees hold a position of Crew Commander or above, and 60% of BAME non-uniformed employees hold a supervisory management position or above. Our positive action strategy has been enhanced to encompass internal positive action for progression.</p>		
PI 17a		The percentage of uniformed staff from BAME communities Target: 14.2% (13.5% – 14.9%) Actual to date: 13.4% Under performance against the tolerance levels
<p>14.2% of uniformed staff are from black, Asian and minority ethnic (BAME) communities, which is marginally below the lower tolerance level. See PI 17 for further information.</p>		

PI 18		<p>The average number of working days/shifts lost due to sickness – all staff</p> <p>Target: 6.4 (6.1 – 6.7)</p> <p>Actual to date: 7.8</p> <p>Under performance against the tolerance levels</p>
<p>There will be seasonal increases in absence due to the time of year, however it should also be factored that quarter 4 contains absences that would have arisen as a result of government ‘living with COVID’ advice which incorporated the eradication of mandatory use of LFT testing, removal of the need to self-isolate, return to work arrangements and less home working being undertaken, removal of masks and PPE requirements and the general messaging that life resumes to normal although COVID continues to be prevalent in the community. Therefore, it cannot be dismissed that absences arising from COVID continue to impact lost time in the workplace.</p> <p>An average of 1.83 working days/shifts per person were lost due to sickness during quarter four, above the quarterly target and upper tolerance level.</p> <p>Excluding sick leave due to COVID symptoms or confirmed COVID, an average of 7.8 working days/shifts per person were lost due to sickness year to date, above target and the upper tolerance level.</p> <p>When sick leave due to COVID symptoms or confirmed COVID is included, the average number of working days/shifts lost due to sickness increases to 12, compared to a respective target of 8.5.</p> <p>Quarter 4 shows a reduction in absence compared to Quarter 3, however overall Quarter 4 absence data remains above target across all 3 Performance indicators.</p>		
PI 19		<p>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff</p> <p>Target: 6.6 (6.3 – 6.9)</p> <p>Actual to date: 8.0</p> <p>Under performance against the tolerance levels</p>
<p>An average of 1.86 working days/shifts per person were lost due to sickness during quarter four, which is above the quarterly target and upper tolerance level.</p> <p>Excluding sick leave due to COVID symptoms or confirmed COVID, an average of 8.0 working days/shifts per person were lost due to sickness year to date, above target and the upper tolerance level. This reflects a 22% increase compared to 2020/21, however it is similar to the rate observed pre-COVID in 2019/20.</p> <p>When sick leave due to COVID symptoms or confirmed COVID is included, the</p>		

average number of working days/shifts lost due to sickness increases to 12.7, compared to a respective target of 8.7. This represents a 46% increase compared to 2020/21.


PI 20		The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 6.0 (5.7 – 6.3) Actual: 7.3 Under performance against the tolerance levels
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An average of 1.74 working days/shifts per person were lost due to sickness during quarter four, which is above the quarterly target and upper tolerance level.

Excluding sick leave due to COVID symptoms or confirmed COVID, an average of 7.3 working days/shifts per person were lost due to sickness year to date, above target and the upper tolerance level. This reflects a 22% increase compared to 2020/21, although the figure is 26% lower than before Covid in 2019/20.

When sick leave due to COVID symptoms or confirmed COVID is included, the average number of working days/shifts lost due to sickness increases to 9.7, compared to a respective target of 8.0. This represents a 22% increase compared to 2020/21 although it is a rate that is similar to that observed pre-COVID.

Health, Safety and Wellbeing, and Finance and Resources

PI 21		The total number of injuries Target YTD: n/a Actual to date: 136
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There were 136 reports for 2021/22 compared to 120 for 2020/21. This is to be partly expected in respect of a resumption of activity following COVID 19 lockdowns and restrictions and is broadly in line with the average number of reports over a 5-year period.

One trend has been identified and that relates to manual handling. A business case around manual handling assessments was agreed at Brigade Health, Safety & Wellbeing Committee and Joint Consultative Committee and this is now being implemented. Over time and as assessments are completed to a new standard, this should assist in a reduction in injuries of this type. Close attention also continues to be paid to slip, trip and fall injuries.


There was an encouraging and significant increase in near hit reporting from 284 (20/21) to 384 (21/22). Near hit reporting gives early warning of issues and allows action to be taken to reduce risk potential. Near hit reporting is being actively

promoted by the local Health, Safety & Wellbeing Committees.


There was a reduction in violence reports from 131 (20/21) to 121 (21/22) with the highest category in both years being verbal abuse. The majority of violence reports continue to be incident related.

PI 22		The total number of RIDDOR injuries Target YTD: n/a Actual to date: 21
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There were 21 reports for 2021/22 compared to 21 for 2020/21. The manual handling trend was apparent in RIDDOR as well as total injuries (see PI 21 for further information).

PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: Not Available Actual to date: Not Available
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Information is not available for this PI.

PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 9,795,000MWh (9,305,250 – 10,284,750) Actual to date: 8,207,650MWh Over performance against the tolerance levels
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Analysis of data over the past three years has indicated a significant reduction in gas usage. It is believed that the gas usage has been largely impacted by COVID-19 and the number of employees working from home.

PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 5,237,000MWh (4,975,150 – 5,498,850) Actual to date: 5,848,268MWh Under performance against the tolerance levels
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Analysis indicates that electricity usage has been above the quarterly target and upper tolerance level throughout 2021/22.