

APPENDIX 1

PERFORMANCE INDICATOR SUMMARY

This report includes data for the Brigade area to the end of December 2011.

The following indicators are meeting the target:

- Accidental fires in dwellings
- Injuries at accidental dwelling fires
- Arson fires in dwellings
- Accidental fires in non-domestic premises
- Arson vehicle fires
- False alarm calls due to fire alarms in non-domestic premises
- False alarm calls due to fire alarms in dwellings

The following indicators are improving but are not meeting the target:


- Malicious calls received
- The percentage of dwelling fires where a working smoke alarm was fitted

The following indicators are worsening and are not meeting the target:

- Deaths at accidental dwelling fires
- Arson fires in non-domestic premises
- Arson rubbish fires


INDICATOR DATA

PI 1 The number of accidental fires in dwellings

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	1,877	1,889	1,832	
Year to date April- December	1,384	1,421	1,378	1,336

There has been a 6% decrease in accidental dwelling fires between April and December 2011 compared to April to December 2010. Performance this quarter has shown a particular improvement with a 12.2% reduction compared to October to December 2010. Fires caused by cooking continue to account for 50% of the total. During the last quarter (October to December 2011). Fires involving electricity supply increased by 72% compared to July to September 2011. These types of fires typically increase over the winter months through until March.

PI 2 The number of injuries from accidental fires in dwellings

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	99	95	91	
Year to date April - December	72	70	67	60

The number of injuries between October and December 2011 reduced by 36% compared to October to December 2010. Fifteen of the 60 injuries in the year to date have been caused by cooking (25%), 23% of injuries were from incidents caused by smoking and 18% were caused by heating equipment. Therefore cooking causes fewer injuries that we would expect based on the proportion of accidental dwelling fires caused by cooking. Conversely fires caused by smoking and heating equipment cause more injuries than you would expect. Based on the proportion of accidental dwelling fires they account for.

PI 3 The number of deaths from accidental fires in dwellings

	2009/10	2010/11	Actual 2011/12
Yearly	16	11	14*

*Figure supplied by FRIT

The following is a overview from the 4 preventable fire deaths that occurred this quarter.

Incident 69558 on 16th November in Coventry

The deceased was a male aged 87 living in a two storey privately owned terraced dwelling. A smoke detector was fitted and it did actuate. Male occupier rescued by fire crews following an incident involving careless discarded smoking materials, which came into contact with fabric of armchair causing fire. Male suffered 45% burns and was conveyed to hospital. He subsequently passed away due to his injuries.

Incident 69845 on 18th November in Coventry

The deceased was a female aged 65 living in a two storey privately owned bungalow. A smoke detector was fitted but did not actuate. This was a late fire call and the deceased was found in the ground floor living room. The fire was confined to the living room and the cause of the fatality was the woman's clothing coming into contact with a naked flame.

Incident 69912 on 18th November in Solihull

The deceased was a female aged 79 living in a single storey, privately owned bungalow. A smoke detector was fitted and it did actuate. Woman occupier found by fire crews in ground floor kitchen following an incident involving food stuff in a pan on an electric cooker.

Incident 75411 on 27th December in Handsworth

The deceased was a male, age 65. He was cooking some food, and there is evidence on the cooker and the floor around it that his clothes may have caught fire. The fire is deemed to be the accidental ignition of clothing from a naked flame – the gas cooker in the kitchen which he had turned off after finding himself on fire. The occupier returned from ‘socialising’ at two local Public Houses during the day and was observed to be in a reported ‘intoxicated’ condition.

Rescues from fires (excluding casualties that are rescued) no target information only

	2009/10	2010/11	Actual 2011/12
Yearly	80	67	N/A
Year to date April-December	72	51	69

There have been 69 people rescued from 40 fires 2011/12 year to date. Thirty six of these forty were accidental dwelling fires. In 72% of fires where there were rescues there was a working smoke alarm. Two significant rescues were:


Incident No 66205 - October 2011

8 people were rescued uninjured from an accidental dwelling fire in a flat in Sparkhill. The cause of fire was an electrical consumer unit. There was a working smoke alarm in the premise.

Incident No 70922 – November 2011

4 people were rescued uninjured from a nursing / care home in Hodge Hill. The fire was determined to be arson. There was a working smoke alarm in the premise.


PI 4 The number of arson fires in dwellings

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	398	404	404	
Year to date April-December	308	304	304	291

The number of arson dwelling fires between October and December 2011 was 21% lower than in October to December 2010, the result being that this indicator is now on target after being off target at the end of quarter 2.

The proportion of fires in unoccupied / void dwellings was 10% compared to 18% and 19% in quarters 1 and 2 respectively.

PI 5 The number of accidental fires in non-domestic premises


	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	696	651	638	
Year to date April-December	516	506	496	465

This indicator continues to reduce with an 8% reduction in the year to date compared to the previous year.

There has been a slight increase in incidents in local authority hospital premises, from 7 in quarter 2 to 12 in quarter 3. These are the third most common type of premises to have this kind of fire.

Please see the good practice below for PI 6 as this will impact on both performance indicators.


PI 6 The number of arson fires in non-domestic premises

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	280	223	221	
Year to date April-December	231	175	173	231

Performance has continued to worsen in quarter 3; this PI is now 32% above performance between April to December 2010. Public houses are the single premise type with the most fires, accounting for 8% of the total; however if retail and service premises are grouped into a single category – these account for 27% of the total number of incidents in the year to date. Over half of all arson fires in public houses are in void / unoccupied premises.

Local authorities are increasingly withdrawing support to address the boarding up of void premises which is where, in the majority, these fires occur. Operational crews are working more closely with Fire Safety to educate premise owners through the use of Keep Your Business in Business information packs.


PI 7 The number of arson vehicle fires

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	1,096	983	963	
Year to date April-December	858	775	760	645

This indicator continues to perform well with a 17% reduction in the year to date compared to the previous year.

However most of this reduction has been achieved in quarter 1 of this year as between June and December 2011 activity was 11% higher than between June and December 2010.


PI 8 The number of arson rubbish fires

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	4,398	4,098	4,016	
Year to date April-December	3,680	3,315	3,249	3,424

This indicator has moved off target in quarter 3, this is in part due to comparatively mild weather conditions this winter compared with extremely cold conditions in December 2010.

The work of cycle teams across the operations command areas aims to support the early identification of hazards within local communities which could provide a trigger for arson rubbish fires and are active in various 'hot spot areas'. Working with younger people in a variety of ways across the command area aims to inform and educate around the dangers and impacts of anti-social behaviour and fireworks.

PI 9 The number of malicious false alarm calls received

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	3,908	3,554	3,376	
Year to date April-December	3,160	2,754	2,616	2,656

Although performance is improving compared to last year, the improvement is still not sufficient enough to achieve the target reduction of 5%. The actual reduction in the year to date is 3.6%.

What are WMFS doing?


Operations continue to deploy a rigorous approach to call challenge via fire control which is critical to identifying bogus callers and also repeat callers. If incidents are attended, intelligence is gathered and fed back into our approach to improve and refine this. The key to making a difference is in engaging with young people across all our communities, malicious false alarms and the potential impacts of these for the community and the individual calling is communicated and discussed.

PI 11 The number of false alarm calls due to automatic fire alarms in non-domestic premises

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	6,809	6,545	TBA	N/A
Year to date April-December	5,146	5,117	TBA	2,522

Call challenge policy has continued to have an effect on this indicator with activity reducing by 51% in the year to date compared to the same time last year.

PI 12 The number of false alarm calls due to automatic fire alarms in dwellings

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	3,217	3,363	3,262	
Year to date April-December	2,454	2,672	2,592	2,395

There was a 17% reduction in activity comparing October and December 2011 and October to December 2010.


The most common causes of actuation are cooking / burnt toast (43%) and faulty alarms (26%)

PI 13 The percentage of dwelling fires where a working smoke alarm was fitted

	2009/10	2010/11	Target 2011/12	Actual 2011/12
Yearly	64.7%	65.6%	69%	67.3%


Road Safety

NI 47 – people killed or seriously injured

	2009	2010	Target 2011	Actual 2011
Yearly	999	920	N/A	
Year to date January - November	910	869	N/A	808

There has been a 7.1% reduction in this indicator since the same period last year.

NI 48 –Children killed or seriously injured


	2009	2010	Target 2011	Actual 2011
Yearly	165	173	N/A	
Year to date January - November	153	162	N/A	138

There has been a 14.8% reduction in this indicator since the same period last year. Currently there is no organisational target for this performance indicator, although this will be in place for 2012-2013. Our work and regional targets are set as part of the West Midlands Local transport Plan.

The Road Casualty Reduction team (RCRT) works with volunteers and other agencies to deliver a variety of road safety messages as part of our approach to educating local communities. The quality of the Road Casualty Reduction initiatives carried out by the West Midlands Fire Service continues to be recognised by our partner agencies.

Health and Safety Performance Review

Total Injuries Against Target

	2010/11	Target 2011/12	Actual 2011/12
Yearly	191	172	
Year to date April- December	138	129	118

The total number of injuries is down by 14% (138 – 118) compared to the same period last year and is set to meet the annual target of 172 set.


Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

	2010/11	Target 2011/12	Actual 2011/12
Yearly	16	15	
Year to date April- December	11	N/A	18

There has been an increase in RIDDOR reportable accidents. The main reason for this relates to slips and trips. The SHE Team will continue to promote slip and trip awareness as these remain the number one cause of WMFS accidents.


Human Resource (Personnel) Performance Indicators

PI 19 The percentage of all employees with a disability

	2010/11	Target 2011/12	Actual 2011/12 YTD	
Yearly	2.57%	3.55%	3.12%	

There has been an increase in the actual numbers of employees with a disability due to improved reporting and recording


PI 20 The percentage of women fire-fighters

	2010/11	Target 2011/12	Actual 2011/12 YTD	
Yearly	4.19%	4.5%	4.43%	

The percentage increase of women fire-fighters is due to the number of male leavers over the reporting year.

PI 23 The percentage of all staff from ethnic minority communities

Ethnic Minority data has been calculated against a total workforce headcount of 2369.


	2010/11	Target 2011/12	Actual 2011/12 YTD	
Yearly	14.84%	15%	14.69%	

The actual numbers of staff from ethnic minority communities has remained fairly static.

Workforce sickness data (PIs 26 – 28) has been calculated on duty days lost and


based on average strength of (uniformed) 1760.5, (non-uniformed & Fire Control) 635; therefore the combined average workforce FTE equals 2395

PI 26 The average number of working days/shifts lost due to sickness – whole time, uniformed (Excl. Fire Control)

	2010/11	Target 2011/12	Actual 2011/12 YTD	
Yearly	5.53	5.50	3.82	


The excellent progress continues to be maintained on the working days/shifts lost due to sickness.

PI 27 The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff

	2010/11	Target 2011/12	Actual 2011/12 YTD	
Yearly	9.40	5.50	7.33	

The position remains as per last year. An audit will take place to seek to bring about improvements next year.

PI 28 The average number of working days/shifts lost due to sickness – all staff

	2010/11	Target 2011/12	Actual 2011/12 YTD	
Yearly	6.45	5.50	4.58	

Overall there has been an improvement on the number of working days/shifts lost due to pro-active management and the early intervention of HR and Occupational Health.