

# West Midlands Fire and Rescue Authority

## Scrutiny Committee

You are summoned to attend the meeting of Scrutiny Committee to be held on  
Monday, 20 February 2017 at 12:30

at Fire Service HQ, 99 Vauxhall Road, Nechells, Birmingham B7 4HW

for the purpose of transacting the following business:

### Agenda – Public Session

- |   |   |                |
|---|---|----------------|
| 1 | To receive apologies for absence (if any)                                       |                |
| 2 | Declarations of interests   |                |
| 3 | Minutes of the Scrutiny Committee held on 14 November 2016                      | <b>3 - 16</b>  |
| 4 | Safeside Review - Response to Members Questions                                 | <b>17 - 22</b> |
| 5 | Scrutiny Review of Positive Action and Firefighter Recruitment                  | <b>23 - 28</b> |
| 6 | Analysis of Progress of Quarterly Performance Against The Plan Qtr<br>3 2016-17 | <b>29 - 46</b> |
| 7 | Scrutiny Committee Work Programme 2016-17 (20 February 2017)                    | <b>47 - 50</b> |

#### **Distribution:**

David Barrie - Member, Greg Brackenridge - Member, Basharat Dad - Member, Peter Hogarth - Member, David Skinner - Member, Sybil Spence - Member, Chris Tranter - Chairman, Ann Young - Member

Clerk Name: Karen Gowreesunker

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**Agenda prepared by Stephen Timmington**

**Strategic Hub, West Midlands Fire Service**

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**This agenda and supporting documents are also available electronically on the West Midlands Fire Service website at [www.wmfs.net](http://www.wmfs.net)**

## **Minutes of the Scrutiny Committee**

**14 November 2016 at 10.30pm**  
**at Fire Service Headquarters, Vauxhall Road, Birmingham**

**Present:** Councillor Tranter (Chair);  
Councillors Barrie, Brackenridge, Dad,  
Skinner, and Spence

**Apologies:**

Councillors Hogarth and Young

**Observer:**

Nil

**29/16 Declarations of Interest**

There were no declarations of interest.

**30/16 Minutes**

**Resolved** that the minutes of the meeting held on 10 October 2016, be approved as a correct record, subject to the following amendment:

It was noted that Councillor Spence, and not Councillor Young, had noted that 24% of management roles were held by female and black and minority ethnic (BME) staff and had enquired how many members of staff the 24% equated to.

**31/16 Diversity, Inclusion, Cohesion and Equality Update**

Sarah Warnes, Strategic Enabler People Support Services, provided an overview of the Diversity, Inclusion, Cohesion and Equality (DICE) update:

West Midlands Fire Service (WMFS) had become members of Stonewall for Lesbian, Gay, Bisexual and Transgender (LGBT), and were awaiting the results and outcomes of the Stonewall Index. Initial feedback had indicated that the Service's policies and framework were very strong regarding the subject of LGBT. However, it had been recognised that the Service did not currently have a network of LGBT representatives. As a result, the Service was looking to set up such a network and had a number of key role models within the organisation.

'Inspire', the recently renamed race equality forum, continued to develop its approach. A number of representatives from WMFS would be attending the forthcoming Asian Fire Service Association conference.

Work continued within the subject of unconscious bias; the Strategic Enabling Team (SET) had received input, developing their understanding. A training and awareness package was being developed which would be rolled out across the organisation. Training was also being provided to members of staff involved in the selection process to ensure any individuals carrying out interviews were trained in unconscious bias.

Workforce profiling indicated that the Service would have an ageing workforce going forward. A fitness policy for all uniformed staff would be launched in January 2017. A roll-out programme would ensure that all members of staff would be aware and be able to test their fitness levels and gauge where they were in terms of meeting the required standards. Following the launch of the policy in January, there would be a six month period for staff to test before the new standards would be applied. The fitness test itself would be comprised of a Chester treadmill test. All members of staff had access to fitness equipment including treadmills at stations and headquarters.

Work continued with West Midlands Police with regard to menopause awareness which had proven to be very successful to date.

The Community Safety Strategy assisted with an understanding of the communities the Service served,

including the provision of a level of analysis. The Service would shortly be launching a public consultation on the Integrated Risk Management Plan. The Service's Equality Framework would drive how the Service communicated with its communities. Additionally, the Community Membership Model would enable two way engagement and aim to reflect the communities of the West Midlands, via the composition of the Community Members (49% female, 45% male, 50% white, 23% BME).

In the recent Operational Assessment and Fire Peer Challenge, the peer team had noted that DICE was embedded within the organisation. The number of female uniformed staff within managerial roles was 18 out of a total of 75 female uniformed staff, with an increase observed following the promotion of two females into Station Commander roles. Of the 120 BME uniformed members of staff, 29 were in managerial roles.

A number of initiatives featuring positive action had been piloted as part of the current recruitment process. These included working in close liaison with Birmingham Metropolitan College and the Jobcentre to target job seekers, assisting individuals in gaining the required GCSEs in Maths and English, and the holding of a number of taster days allowing individuals to gain an understanding of the role of a firefighter. Additionally, WMFS had received and participated in coverage from the Sikh Channel for a week.

The Equality Framework demonstrated that the Service was good at making contact with individuals and communities, and communicating. However, going forward it was important that the Service knew what it communicated.

In answer to Members' questions, the following points were raised:

- A further breakdown in the composition of the BME staff was to be provided by Sarah Warnes
- The fitness standards were applied to all operational members of staff. There was an expectation for all

uniformed staff to attain the required fitness level due to the expectation for staff to provide resilience.

- With regard to assessing fitness, there would be three levels: green, amber and failure. In situations where an individual fails the fitness test, the individual would be removed from operational duties and provided a development plan via Occupational Health.
- In cases where a member of staff was to develop a disability, the Service would make any reasonable adjustments required wherever possible and practicable.
- The Service did anticipate potential issues as a result of having an ageing workforce (the average age of the workforce was currently 41). The new fitness policy would be timely in supporting members of staff going forward.
- It was noted that the Service should be congratulated in its recognition by Stonewall, particularly considering the number of large organisations who engage with the charity.
- It was raised that there was a need for more information to be collated on LGBT issues; analysis had been provided on females and BME, but nothing regarding LGBT. It was confirmed that such information was collated by the Service, but it was acknowledged that it should be reported more broadly, as well as disability.

**Resolved** that the Committee noted the progress made by the Service in relation to DICE.

**Resolved** that a breakdown of the percentage of staff who have disclosed sexual orientation is to be distributed to Members.

32/16 **Analysis of Progress of Quarterly Performance Against the Plan - quarter two 2016/17**

ACFO Taylor and Sarah Warnes provided an overview of the Quarterly Performance against The Plan:

PI 1 'The risk based attendance standard'; performance continued to be very positive, with a slight increase of two seconds observed during quarter two. Over performance continued to be observed for category two, three and four incident types, although this could be due to the introduction of a more flexible fleet resulting in quicker response times to such incidents.

PI 2 'The number of accidental dwelling fires', good performance continued with figures remaining below the tolerance levels for the quarter, and the year to date.

PI 3 'Injuries from accidental fires in dwellings (taken to hospital for treatment)', had increased due to a number of incidents involving multiple injuries.

PI 4 'The number of deaths from accidental dwelling fires', two fatalities had occurred during quarter two.

PI 5 'The percentage of Safe and Well visits referred by our partners', was on target with performance within the tolerance levels. This was the first year that the target of 40% had been reached, and it was considered that this was a direct consequence of how the Service had changed its ways of working.

PI 6 'The number of Safe and Well points achieved by the Brigade', performance had been very good with the figure above the tolerance levels.

PI 7 'The number of people killed or seriously injured in road traffic collisions', the delay in data continued. However, figures illustrated that numbers had been slowly increasing since early 2015. It was noted that the number of category 1 incidents was increasing due to the number of road traffic collisions. The increase in road traffic collisions was resulting in less fatalities due to modern vehicle safety, but more significant injuries were being experienced.

PI 8 'The number of arson fires in dwellings', performance was within the tolerance levels and rated green, however, the number of incidents was just one incident below the upper tolerance level.

PI 9 ‘The number of arson fires in non-domestic premises’, PI 10 ‘The number of arson vehicle fires’, and PI 12 ‘The number of arson fires in derelict buildings’; all three performance indicators had experienced under performance against the tolerance levels and were rated as red.

PI 11 ‘The number of arson rubbish fires’, had observed over performance against the tolerance levels and therefore rated as blue.

It was noted that the Service’s arson plan was being reviewed. Although the number of incidents remained relatively small, the Service was conscious of the impact of anti-social behaviour, and the blight on communities.

PI 13 ‘The number of accidental fires in non-domestic premises’ and PI 14 ‘The number of false alarm calls due to fire alarm equipment’, performance remained positive for both performance indicators. The role of Fire Safety Officers in local commands and Business Support Vehicles continued to reduce the number of incidents.

PI 15 ‘The percentage of employees that have disclosed their disabled status’, a very small increase had been observed and it was noted that the target was ambitious. Work continued with managers and individuals within this area.

PI 16 ‘The number of female uniformed staff’ and PI 17 ‘The percentage of all staff from ethnic minority communities’, both performance indicators remained on target. The current recruitment process had seen the conclusion of the online assessment stage. The recruitment process had featured a postcode requirement (individuals to reside within the service delivery area), and the proactive targeting of underrepresented groups. Approximately 1800 applications had been received by the Service. 312 applicants had passed the first stage, of which 45 were female (representing 14.5%) and 52 applicants came from BME backgrounds (nearly 17%).

It was acknowledged that it was important to keep those individuals within the recruitment process. An amber



banding had been introduced into the process for practical sessions, allowing individuals who narrowly missed the required standard the opportunity to be re-assessed following the interview stage.

PI 18 'The average number of working days/shifts lost due to sickness – uniformed staff', was over target and rated as red. There was a focus on long term sickness and restricted duties. The top five reasons for sickness were mental health (anxiety / depression), post-operative, joint problems, gastrointestinal, and hospital inpatient / treatment. Work was ongoing to understand the work undertaken by Occupational Health. Additionally, weight screening of employees had been introduced.

It was noted that positive attendance management continued across the Service.

PI 19 'The average number of days/shifts lost due to sickness – non-uniformed and Fire Control staff', was over target and rated as red. This was an area that Business Partners continued to focus on.

PI 20 'The average number of days/shifts lost due to sickness – all staff', reflected PI 18 and PI 19 and as a result, was rated as red.

PI 21 'The total number of injuries', continued to show very good performance and was rated as green. The Safety, Health and Environment team were promoting personal responsibility and a focus continued on slips, trips and falls, which remained one of the most common causes of injury.

PI 22 'The total number of RIDDOR injuries', demonstrated over performance against the tolerance, with a blue rating.

PI 24 'To reduce gas use of Fire Authority premises' and PI 25 'To reduce electricity use of Fire Authority premises'; both performance indicators demonstrated over performance against the tolerance levels and were rated blue. The performance in both areas reflected the culture within the Service, and station upgrades and improvements.

In answer to Members questions, the following points were raised:

- With regard to increasing the percentage of all staff from BME communities, a number of initiatives had been undertaken including:
  - ‘Inspire’, previously the Race Equality Forum, proactively engaging with local communities.
  - The development of a school package to increase engagement with children and young people, to highlight that the Fire Service was a potential career choice.
  - Work with Job Centre Plus engaging with job seekers.
  - Taster days, allowing individuals to learn more about the work and role of a firefighter.
- It was acknowledged that the workforce remained under-representative of the Asian community.
- Issues regarding codes of dress, certain personal protective equipment and the standards for facial hair conflicting with some cultural and religious practices remained an issue and a potential barrier for applicants, and this was an area where a lot of work was still required, not just locally but for the Fire Service nationally. However, it was important that WMFS challenged itself on how to overcome such barriers.
- It was noted that the Asian Fire Service Association had stated that the current rules surrounding codes of dress, personal protective equipment, and facial hair, should not be relaxed.
- Members offered their support, in particular by assisting with local avenues that the Service had not tapped into yet.
- The Service’s positive action statement would be brought to the next meeting of the Committee.

- A further breakdown of the figures for PI 17 ‘The percentage of all staff from ethnic minority communities’ would be provided to Members, in terms of actual numbers and different groups.
- The provision of solar panels at stations was included within the Estates Strategy. New builds included solar panels, otherwise retrofitted where possible / practicable.
- All budgets had been devolved to stations who were accountable for any overspend or underspend. Anomalies in the use of gas or electricity was often due to the scale of the building.
- With regard to arson fires in derelict buildings, it was noted that it was often difficult to determine who was responsible for the premises, for example private owners. Pump priming funding used to be available which allowed the boarding up and securing of such premises but this funding is no longer available as budgets continue to shrink. However, this does not alleviate the problem that the Fire Service often keep visiting the same premises and other issues such as homelessness and drug abuse can compound the problem.
- As part of the new arson action plan, the Arson Task Force was being regenerated which would bring all of the stakeholders together.

Cllr Skinner informed the Committee that in his role of Shadow of Cabinet Services for Adult Services, he had met with the Chief Executive of the Carer’s Trust at a meeting. During the meeting, it had become apparent that there was a lack of knowledge about the role of WMFS and the activities it carried out. ACFO Taylor acknowledged that each authority operated differently and asked if Members could advise the Service if and when they came into contact with any organisations where the Service could raise awareness of its activities and the services it provides.

**Resolved** that the Committee noted:-

- the status of the Service's key performance indicators in the second quarter of 2016/17
- the progress made in delivering the three strategic objectives contained in The Plan 2016/19
- the update on the performance information system detailed in section five of the report.

**Resolved** that the following actions be undertaken and submitted to the next meeting of the Committee:

- The WMFS Positive Action statement to be submitted to the Committee
- A breakdown of the figures for PI 17 'The percentage of all staff from ethnic minority communities' to be collated.

33/16 **Scrutiny Committee Update – Safeside Transport Funding**

Carol Morgan, Children and Young Peoples Manager, was welcomed by the Committee:

The provision of funding for transport to and from Safeside for schools had clearly made a difference, with a substantial increase in the number of pupils visiting the facility. However, the funding had proven to not be sustainable.

Staff at Safeside have spoken with schools during visits to obtain feedback from teachers and the cost and congestion in travelling to and from the Safeside facility had proven to be clear barriers.

To help alleviate concerns, and in an attempt to remove such barriers, Safeside were in the transition of changing funding and changing the programme which would allow schools to arrive later and leave earlier but the key messages would continue to be communicated.

The current funding arrangements would continue until March 2018 which would allow the Service to review them.

It had proven difficult to obtain voluntary funding. The Service had joined the West Midlands Funders Forum which included the Big Lottery; this was a new group set up to discuss how to access funding following concerns raised that organisations within the West Midlands were not necessarily drawing on the appropriate amount of funding when compared to other areas.

The Safeside facility now welcomed a lot of groups such as brownies and scouts, and the Service was exploring how to engage further with vulnerable groups and children who received home schooling and increase non-school visits by up to 100%.

Feedback received had also raised the fact that it was not always clear to people that Safeside was an educational facility. As a result, work was being carried out on publicity materials. However, it was proving difficult with the move to Academies to often get the information to the right person.

Overall, transport was a key factor but not the only one, external sponsorship would also be a key factor.

In answer to Members' questions, the following points were raised:

- All Members had been charged with publicising Safeside within their local authorities.
- A booklet and brochure on Safeside would be circulated to all Members to assist them.
- A short piece on Safeside would be drawn up and circulated to Members for circulation to the press.
- The Safeside logo would be circulated to Members for use with Twitter and other social media.
- It would be useful for Members to be provided with a breakdown of areas and the schools which had attended.
- Workshops had been introduced as part of the change to the Safeside programme which enabled

120 children and young people within the facility (60 in the village, and 60 in the workshop).

- Schools within deprived areas and schools which had not visited Safeside for three years would be targeted this year.

**Resolved** that the following actions be undertaken and submitted to the next meeting of the Committee:

- The Safeside booklet and brochure to be circulated to all Members.
- A short piece on Safeside would be drawn up and circulated to Members for circulation to the press.
- The Safeside logo would be circulated to Members for use with Twitter and other social media.
- Members to be provided with a breakdown of areas and the schools which had attended Safeside.

**Resolved** that the item plus an update on progress would be brought back to the Committee in March 2018.

### 34/16 **Update on Progress of the Data Sharing Review**

Michele Pym, Strategic Hub, provided an update on the Scrutiny Committee review of data sharing:

Initial findings included:

- The Service lacked a strategy or clear policy for data sharing.
- Data was being shared but there was no evidence of what procedures staff were following
- Data sharing agreements had been shared by Data Management but the agreements were very long.
- ICT systems did not assist data sharing.
- A number of examples of best practice which WMFS could learn from including best practice carried out

by Merseyside FRS and Cheshire FRS, plus the Centre of Excellence for Information Sharing.

The following outcomes were required:

- Establishing a clear policy and guidance.
- Identifying what data was being shared by the Service.
- Developing data sharing agreements.
- Examining how ICT can support data sharing.

It was noted that it was expected that the review would be completed by March 2017.

In answer to Members' questions, the following points were raised:

- West Midlands Police had received funding from the Government to examine data sharing. West Midlands Police were investigating the possibilities of creating a single portal for all organisations to share data. As well as examining security and a single place of storage. WMFS may wish to discuss with West Midlands Police in more detail.
- In terms of security, users could be an issue, not just hackers.
- A large element of data collected by Fire Services may be location based, rather than person based, and therefore could present a subtle difference compared to data collected by some other organisations.
- Some people and organisations might hide behind regulations and legislation such as the Data Protection Act, presenting barriers to data sharing.

35/16 **Consideration of Scoping Document for Review of XXXX**

ACFO Gary Taylor advised the Committee that the Service had been reviewing and revising organisational policies

and procedures, in particular People Support Services policies, particularly surrounding the subject of positive action.

Based on the focus of the Thomas Review, the Police and Fire Minister, and Fire Reform, it was suggested that the next Scrutiny Committee review focussed on positive action and recruitment including outcomes.

This would allow the opportunity to look at other organisations and the approaches taken by them in this area, including organisations from both the public and private sectors.

External support would be considered to provide a fresh perspective.

**Resolved** that Members are to consider if the next Scrutiny Committee review is to be focused on positive action and recruitment.

**Resolved** that terms of reference to be circulated to the Committee.

### 36/16 **Scrutiny Committee Work Programme 2016/17**

The Committee noted the progress of the work programme for 2016/17.

(Meeting ended at 12:26 pm)

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| Contact Officer: Stephen Timmington<br>Strategic Hub<br>West Midlands Fire Service<br>0121 380 6680 |
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**WEST MIDLANDS FIRE AND RESCUE AUTHORITY**

**SCRUTINY REPORT**

**20 FEBRUARY 2017**

1. **SAFESIDE REVIEW: RESPONSE TO MEMBERS' QUESTIONS**

Report of the Chief Fire Officer.

RECOMMENDED

THAT the Scrutiny Committee note the update on the progress of actions relating to the Safeside update (submitted to the Committee 14 November 2016)

2. **PURPOSE OF REPORT**

This report is submitted to Scrutiny Committee Members to note the progress and outcomes of the actions that were raised as a result of the update on Safeside which was submitted to the Committee on 14 November 2016.

3. **BACKGROUND**

3.1 Following an update to the Scrutiny Committee in relation to transport funding for Safeside, a number of actions were requested by Members:

- Press briefing to be prepared for Members to use to promote Safeside;
- Safeside logo to be circulated for use on promoting Safeside on Twitter;
- Number of schools in each Local Authority Area who have not visited Safeside over the last two years;
- Safeside Prospectus to be circulated to Members.

3.2 Three actions have been resolved and attached to this report (Appendices 1, 2 and 3). The fourth action, the circulation of the Safeside Prospectus, remains outstanding. It will be

forwarded to Members following review and reprint in March 2017. Current booking information can be found on the West Midlands Fire Service website ([www.wmfs.net](http://www.wmfs.net)) where schools can submit a booking enquiry.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required. The matters contained in this report will not lead to a policy change.

5. **LEGAL IMPLICATIONS**

There are no legal implications arising from this report.

6. **FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

**BACKGROUND PAPERS**

Scrutiny Committee Update – Safeside Transport Funding  
(November 2016)

The contact name for this report is Gary Taylor (Assistant Chief Fire Officer), telephone number 0121 380 6006

PHIL LOACH  
CHIEF FIRE OFFICER

## **Press Briefing for Members**

WMFS has invested in two experiential learning centres which provides schools and organisations with an innovative way to raise awareness of current safety issues under Personal, Social, Health and Economic (PSHE) education and Citizenship within the National Curriculum to children, young people and adults.

At Eastside groups of visitors are taken through a range of risk scenarios within our full sized Street Scene including: house, double decker bus, train, fire appliance, building society, shop, car, canal, court room, police station, alleyway, a health centre, internet café and an ambulance.

Each of the scenarios has a range of key safety messages and utilises a number of educational styles and a variety of equipment and materials to make the experience interactive and memorable to ensure the messages will be retained by our visitors.

Safeside at Handsworth is based on a working Community Fire Station and works closely with the Station to deliver our key priorities of 'Keeping West Midlands Safer, Stronger and Healthier' with a focus on fire safety and the work of West Midlands Fire Service. Children have the opportunity to visit the Fire Station and wear a Fire Kit.

Since the opening in 2008, over 65,000 visitors have been inspired to think and act safely and here are some comments from the visitors from Safeside....

“Very detailed and informative”      “A lovely organised day”  
“A lovely day – thank you!”      “Very pleasant and accommodating  
with a child with autism”

And the Children said..... “It was brilliant! Thank You!”

If you would like more information please view [www.wmfs.net](http://www.wmfs.net) or contact [Safeside@wmfs.net](mailto:Safeside@wmfs.net)

**School Attendance at Safeside (Eastside or Handsworth)**

The overview provides a list of the number of schools who have not attended WMFS Safeside since 2014.

| <b>Local Authority</b> | <b>Number of schools not attended</b> |
|------------------------|---------------------------------------|
| Coventry               | 103                                   |
| Birmingham             | 380                                   |
| Dudley                 | 20                                    |
| Sandwell               | 113                                   |
| Solihull               | 77                                    |
| Walsall                | 98                                    |
| Wolverhampton          | 73                                    |

Details are recorded up to 31 December 2016. Updated figures will be available in April 2017.

Images for Social Media Use





**WEST MIDLANDS FIRE AND RESCUE AUTHORITY**

**SCRUTINY COMMITTEE**

**20 FEBRUARY 2017**

1. **SCRUTINY REVIEW OF POSITIVE ACTION AND FIREFIGHTER RECRUITMENT**

Report of the Chief Fire Officer.

RECOMMENDED

- 1.1 THAT the Committee considers and approves the attached scoping document for the review of positive action and firefighter recruitment (Appendix 1).
- 1.2 THAT, subject to 1.1. above, the Committee establishes a working group to take forward the review of positive action and firefighter recruitment.

2. **PURPOSE OF REPORT**

The Committee is asked to give consideration to the subject of its next scrutiny review and the attached scoping document (Appendix 1), with a view to initiating a review of positive action and firefighter recruitment, and the establishment of a working group.

3. **BACKGROUND**

- 3.1 The terms of reference for the Scrutiny Committee state that it will carry out a maximum of two scrutiny reviews per annum. Such reviews will be member-led and evidence based and will produce SMART (specific, measurable, attainable, realistic and timely) recommendations to the Executive Committee.
- 3.2 West Midlands Fire Service opened firefighter recruitment in October 2016 and a period of intense positive action activity preceded the recruitment campaign. The Service focused its commitment on increasing levels of diversity amongst its operational workforce. The approach to positive action was developed with the aim of increasing

both women and black and minority ethnic (BME) applicants.

- 3.3 It has therefore been suggested that the Scrutiny Committee may wish to consider the impact of positive action and the effectiveness of the firefighter selection methods focusing on the outcomes achieved.

4. **EQUALITY IMPACT ASSESSMENT**

This report responds directly to the General and Specific duties of the Equality Act 2010 and considers DICE issues that are pertinent to the needs of the Service. In doing so a range of equality data will be analysed and considered with regard to all protected characteristics.

5. **LEGAL IMPLICATIONS**

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

The recommendations outlined in this report will assist the Service to fulfil its duties under the Equality Act 2010 particularly to advance equal opportunities and eliminate behaviours that are unlawful under the Act.

6. **FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report. However, if a decision is taken to use an external provider during the course of the review, any financial costs will be met from within existing budgets.

**BACKGROUND PAPERS**

None.

The contact name for this report is Gary Taylor (Assistant Chief Fire Officer), telephone number 0121 380 6006.

PHIL LOACH  
CHIEF FIRE OFFICER





**Committee – Review Scoping Document**

|  |   |
|--|---|
| <b>Review Title:</b>   | Scrutiny of Positive Action and Firefighter Recruitment |
| <b>Date of Review:</b>   | 2017  |
| <b>Purpose of the Review:</b>  |   |
| <p>A Thematic Review to examine and evaluate positive action and firefighter recruitment.</p> <p>WMFS has a key aim of ensuring effective strategies are embedded to support the Service in achieving equality outcomes for its diverse communities and workforce. WMFS seeks to ensure that its workforce is representative of the communities it serves.</p> <p>The Scrutiny Review is intended to provide a clear indication of the effectiveness of our positive action approach as well as review our selection practices and processes for firefighter recruitment. Scrutiny Committee will identify good practice and areas for further development. This will include an opportunity to review the approach taken by other organisations as well as consideration of external support to provide a new / fresh approach.</p> |   |
| <b>Intended Outcomes :</b>   |   |
| <p>To Identify</p> <ul style="list-style-type: none"> <li>• The current approach taken</li> <li>• The methods of selection for firefighters and the rationale for them</li> <li>• The current positive action activities, identifying methods used to target underrepresented groups</li> <li>• Consider the impact of the Adrian Thomas Review</li> <li>• Understand the role of the internal stakeholder groups (Affinity, Inspire, AFSA) in our positive action work</li> <li>• The current demographic profile of applicants from initial expression of interest through to offer of employment</li> <li>• Analyse success rates of applicants and identify any areas of concern</li> <li>• Additional positive action activities to be explored to further increase diversity of applicants</li> </ul>                          |   |



- Areas of improvement to the selection methods for firefighters including exploration of external support
- Recommendations for improvement
- Consideration of the resources required to deliver positive action and firefighter recruitment over the next 3 years

|   |   |
|---|---|
| <b>Lead Member</b>                                      | To be confirmed   |
| <b>Lead Officer/Officer Group (including partners):</b> | Joanne Simmonds, People Support Manager   |
| <b>Links to Strategic Objectives</b>                    | The Plan – People Priorities<br>‘The Service will achieve Diversity, Inclusion, Cohesion and Equality outcomes for its diverse community and workforce’ |

**Reasons for undertaking the review:**

Firefighter recruitment opened in October 2016 and a period of intense positive action activity preceded the campaign. We focused our commitment on increasing levels of diversity amongst our operational workforce. Our approach to positive action was developed with the aim of increasing both Women and Black and Minority Ethnic (BME) applicants.

New selection methods have been introduced including the online application process which includes numerical and verbal reasoning, risk assessment and Situational Judgement Test. The practical selection process has been reviewed and a new process of ‘amber banding’ introduced with a view to removing some of the traditional barriers we have encountered with the practical elements of the selection process.

The interview process now includes more emphasis on the changing role of the firefighter, in particular ‘safe and well’ and vulnerable people.

Our recruitment processes have been designed to identify candidates who will have the ability to meet the needs of our local communities through prevention and protection work and initiatives, whilst also maintaining the skills and knowledge to react to a diverse range of incidents.



The Scrutiny Review will consider the impact of positive action and the effectiveness of the firefighter selection methods focusing on the outcomes achieved.

**Scoping undertaken by:**

Joanne Simmonds

Chief Officer and/or

Partner/Agency Equivalent:

**Existing data available for consideration:**

Background papers will be made available to Scrutiny Committee on all information regarding the positive action activity and firefighter recruitment. This will include:

- Staffing information
- Demographic profile of workforce
- Marketing and publicity materials
- Positive action approach
- Performance Indicators
- Level 3 Plan
- Detail of current selection methods/tools

**Review Work Programme:**

| Task | Method | Lead person(s) | Completion by: |
|------|--------|----------------|----------------|
|      |        |                |                |
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**Review Scoping Checklist**

**Status**

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**WEST MIDLANDS FIRE AND RESCUE AUTHORITY**

**SCRUTINY COMMITTEE**

**20 FEBRUARY 2017**

1. **AN ANALYSIS OF PROGRESS OF QUARTERLY PERFORMANCE AGAINST 'THE PLAN' – QUARTER THREE 2016/2017**

Report of the Chief Fire Officer.

RECOMMENDED

- 1.1 THAT the Committee note the status of the Service's key performance indicators in the third quarter of 2016/2017 (Appendix 1).
- 1.2 THAT the Committee note the progress made in delivering the three strategic objectives contained in 'The Plan' 2016-19 (Appendix 1).
- 1.3 THAT the Committee note the update on the performance information system detailed in section 5 of this report.

2. **PURPOSE OF REPORT**

This report is submitted to provide the Committee with an analysis of the organisation's performance against 'The Plan' for 2016/2017.

3. **BACKGROUND**

The third Quarterly Performance Review meeting of 2016/2017 was held on 7 February 2017. This quarterly meeting, attended by the Chair of the Scrutiny Committee, Principal Officers and Strategic Managers provides a joined up method of managing performance and provides assurance around the ongoing performance of 'The Plan'.

4. **PERFORMANCE INDICATORS**

- 4.1 The setting of targets against the operational and other performance indicators enables the Service to define in key areas the improvements which contribute to making West Midlands safer and manage the resources allocated to this work. The Service continues

to improve and meet targets across a range of indicators.

4.2 Appendix 1 details the performance against our:

- Service Delivery Performance Indicators (Response, Prevention and Protection)
- People Support Services Performance Indicators
- Safety, Health and Environment Performance Indicators
- Strategic Objectives as outlined in 'The Plan' and milestones due for completion within the fourth quarter of 2016/2017.

#### 4.3 Service Delivery Performance Indicators

##### 4.3.1 Response:

- PI 1 – the risk based attendance standard; performance continues to be positive, with the targets having been met for all four categories of incident type. The overall performance is rated as over performance against the tolerance levels (blue).
- Average attendance times for Category 1 incidents (the most critical and important of the four categories) is 4 minutes 42 seconds in Quarter 3, the same time as per the previous quarter.
- Average attendance times for Category 2, 3 and 4 Incident Types remain well within their respective targets:
  - Category 2 Incident Type: 5 minutes 45 seconds (an increase of 36 seconds) – the target is under 7 minutes.
  - Category 3 Incident Type: 5 minutes 01 seconds (an increase of 8 seconds) – the target is under 10 minutes.
  - Category 4 Incident Type: 6 minutes 51 seconds (an increase of 18 seconds) – the target is under 20 minutes.

##### 4.3.2 Prevention:

- The overall performance is rated as performance within the tolerance levels (green).
- The performance indicators for the following areas demonstrates over performance against the tolerance levels (blue):
  - PI 2 The number of accidental dwelling fires.
  - PI 6 The number of Safe and Well points achieved by the

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Brigade.

- PI 11 The number of arson rubbish fires.
- The performance indicator for the following two areas demonstrates performance is within the tolerance levels (green):
  - PI 3 Injuries from accidental fires in dwellings, taken to hospital for treatment.
  - PI 5 The percentage of Safe and Well visits referred by our partners.
- There are four areas where under performance has been demonstrated against the tolerance levels (red):
  - PI 8 The number of arson fires in dwellings.
  - PI 9 The number of arson fires in non-domestic premises.
  - PI 10 The number of arson vehicle fires.
  - PI 12 The number of arson fires in derelict buildings.
- The following two performance indicators do not have a performance rating assigned:
  - PI 4 The number of deaths from accidental fires in dwellings: two fatalities during quarter two.
  - PI 7 The number of people killed or seriously injured in Road Traffic Collisions.

#### 4.3.3 Protection:

- The overall performance is rated as performance is within the tolerance levels (green).
- PI 13 – The number of accidental fires in non-domestic premises demonstrates performance is within the tolerance levels (green).
- PI 14 – The number of false alarm calls due to fire alarm equipment demonstrates performance is within the tolerance levels (green).

#### 4.4 People Support Services Performance Indicators

4.4.1 The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):

- PI 16 – The number of female uniformed staff.
- PI 17 – The percentage of all staff from ethnic minority communities.

4.4.2 The performance indicator for the following area demonstrates under performance against the tolerance levels (red):

- PI 15 – The percentage of employees that have disclosed their disabled status.
- PI 18 – The average number of working days/shifts lost due to sickness – uniformed employees.
- PI 19 – the average number of working days/shifts lost due to sickness (non-uniformed and Fire Control staff).
- PI 20 – The average number of working days/shifts lost due to sickness – all staff.

#### 4.5 Safety, Health and Environment Performance Indicators

4.5.1 The performance indicators for the following areas indicate over performance against the tolerance levels (blue):

- PI 22 – The total number of RIDDOR injuries.
- PI 24 – To reduce the gas use of Fire Authority premises.
- PI 25 – To reduce the electricity use of Fire Authority premises.

4.5.2 The performance indicator for the following area indicates performance within the tolerance levels (green):

- PI 21 – The total number of injuries

4.5.3 PI 23 – To reduce the Fire Authority's carbon emissions, is reported on an annual basis.

#### 4.6 Strategic Objectives



- 4.6.1 The Corporate Action Plan for Response currently indicates over performance against the tolerance levels (blue).
- 4.6.2 The Corporate Action Plans for Prevention and Protection currently indicate performance within the tolerance levels (green).

## 5. **PERFORMANCE MANAGEMENT SYSTEM**

- 5.1 The implementation of the InPhase performance management system continues with work progressing on the automated data feed (including the development of the data warehouse), structure of the system for performance and planning, and the design of the relevant dashboards to display performance information in an intuitive and user friendly style.
- 5.2 InPhase was successfully utilised for the quarter three 2016/17 quarterly performance review, during both the preparation and in the actual meeting to display the performance and corporate risk information.
- 5.3 Development of the project management capability has commenced, which will be developed in line with the progression of the new project framework. A pilot to allow testing and further development which commenced in November, concluded 10 February. The progress and outcomes of the pilot will be reported to the Strategic Enabling Team on 22 February for consideration. The proposed 'go live' date of 1 April 2017 for the project element of InPhase remains at this current time but it will be dependent on the outcomes of the pilot.
- 5.4 Full engagement with staff and departments across the organisation continues ensuring the involvement of all key stakeholders and to allow end users input into the development and implementation of the system.

## 6. **CORPORATE RISK**

- 6.1 Corporate Risks are those risks that, if realised, would seriously affect the Service's ability to carry out its core functions or deliver key objectives.
- 6.2 In accordance with the Corporate Risk Management Strategy, all risks maintained within the Corporate Risk Register have been reviewed by Senior Risk Owners in order to update the relevant triggers, impacts and control measures and determine a relevant risk score, if appropriate, based on assessment of likelihood and impact.
- 6.3 A report of progress against our Corporate Risks is submitted

Ref. AU/SC/Feb/20802173

separately to the Audit Committee.

7. **EQUALITY IMPACT ASSESSMENT**

In preparing this report, an initial Equality Impact Assessment is not required and has not been carried out. The matters contained within this report will not lead to a policy change.

8. **LEGAL IMPLICATIONS**

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

9. **FINANCIAL IMPLICATIONS**

9.1 The level of response, protection and prevention resources required to achieve the targets for the operational indicators shown in Appendix 1 were considered as part of the Authority's 2016/2017 budget setting process which established a total budget requirement of £97.413 million. As at the end of December 2016 actual expenditure was £71.411 million compared to a profiled budget of £71.588 million resulting in a £0.177 million underspend. Based on Best Value Accounting Code of Practice, the estimated cost of staff engaged in prevention work, including an element for watch based firefighters for 2016/2017 is £14.3 million.

9.2 The cost of delivering services which contribute to the performance achievements comprise goods such as smoke alarms and staff time. The staff time includes those who are solely engaged in prevention work and watch-based staff that provide emergency response as well as prevention services.

9.3 The revised full year budget for smoke alarms and other supporting materials in 2016/2017 is £355,900. Actual expenditure as at the end of December 2016 was £234,400. Expenditure for the third quarter is in line with the profiled budget.

**BACKGROUND PAPERS**

'The Plan 2016-19' Strategic Objectives – Level 2 Action Plans.  
Corporate Action Plan updates.

Corporate Risk Quarter 3 Position Statement January 2017 (exception report).

The contact name for this report is Gary Taylor (Assistant Chief Fire Officer), telephone number 0121 380 6006.

PHIL LOACH  
CHIEF FIRE OFFICER



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

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|--------------|---|
| <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 Service protects life, properties and the economies of the West Midlands by delivering assertive, safe and effective fire fighting through timely response, across a range of emergencies we attend.

To support the delivery of the following Strategic Objective:

- We will deliver an assertive, safe, economic, efficient and effective emergency response service.

Overall assessment of performance:

- Over performance against the tolerance levels

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|---|---|---|
| <b>PI 1</b>   |  | <p><b>The Risk Based Attendance Standard</b><br/>           Target: under 5 minutes<br/>           Actual: 4 minutes 42 seconds<br/> <b>Over performance against the tolerance levels</b></p> |
| <p>The median attendance time to high-risk (Cat 1) incidents in quarter three is 4 minutes 42 seconds, the same as the previous quarter. Reaction times have remained stable.</p> <p>Attendance times for Category 2, 3 &amp; 4 incidents remain well within target:</p> <ul style="list-style-type: none"> <li>• Category 2: 5 minutes 45 seconds (target is under 7 minutes)</li> <li>• Category 3: 5 minutes 01 seconds (target is under 10 minutes)</li> <li>• Category 4: 6 minutes 51 seconds (target is under 20 minutes)</li> </ul> |   |   |



## Prevention




Our Prevention Services focus on public involvement and education, engaging with our partners, targeting schools, communities and vulnerable people, with advice and guidance which will give particular attention to social inequalities.


- We will improve the safety of our communities at risk from fire.
- We will improve road safety through targeted action.
- We will improve the quality of life and economic prosperity of local communities.

Overall assessment of performance:

- Performance is within the tolerance levels

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| <p><b>PI 2</b></p>  |    | <p><b>The number of accidental dwelling fires</b><br/>           Forecast YTD: 1251 (1188 - 1276)<br/>           Actual to date: 1188<br/> <b>Over performance against the tolerance levels</b></p>                            |
| <p>Accidental Dwelling Fires for quarter three are above the upper tolerance level although the year to date figure remains below the tolerance levels.</p> <p>All commands were above the tolerance levels in quarter three with the exception of Coventry and Solihull. Nevertheless, Black Country South is the only command which is above the tolerance level for the year to date.</p>  |   |  |
| <p><b>PI 3</b></p>  |  | <p><b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b><br/>           Forecast YTD: 45 (36 – 49)<br/>           Actual to date: 46<br/> <b>Performance is within the tolerance levels</b></p> |
| <p>There were 12 injuries at Accidental Dwelling Fires in quarter three. Five incidents resulting in six casualties were smoking related. Three of the casualties were aged 60 plus, and three were aged between 18 and 24.</p> <p>Three incidents were due to cooking appliances, two of which were recorded as not having a smoke alarm fitted. All three casualties were aged between 17 and 38.</p> <p>There were two injuries due to non-cooking domestic appliances (one tumble dryer and one fridge freezer), and one injury due to heating equipment.</p> |   |  |


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| <b>PI 4</b>  |    | <p><b>The number of deaths from accidental dwelling fires</b><br/> Forecast YTD: N/A<br/> Actual to date: 9</p>  |
| <p>There were four fatalities in quarter three. One fatality occurred in Birmingham South, two in Black Country South (one in each borough), and one in Coventry and Solihull (Solihull).</p> <p>Two of the four fatalities were due to heating, one was smoking related, and one where the source of ignition was recorded as unknown. No smoke alarms were fitted at two of the properties. All four casualties were in their late 70s / early 80s.</p> <p>This year to date, a third of all fires resulting in a fatality have been caused by heating equipment, and another third caused by smoking materials.</p> |   |  |
| <b>PI 5</b>  |   | <p><b>The percentage of Safe and Well visits referred by our partners</b><br/> Forecast YTD: 40%<br/> Actual to date: 41.8%<br/> <b>Performance is within the tolerance levels</b></p>     |
| <p>42.2% of Safe and Well visits during quarter three were a result of partner referrals, resulting in 41.8% year to date. Only Dudley remains below 40%, with 35% of Safe and Well visits referred by partners during quarter three (35% year to date).</p>   |   |  |
| <b>PI 6</b>  |  | <p><b>The number of Safe &amp; Well points achieved by the Brigade</b><br/> Forecast YTD: 135000<br/> Actual to date: 159866<br/> <b>Over performance against the tolerance levels</b></p> |
| <p>The number of Safe and Well points achieved remains above target for quarter three and for the year to date.</p> <p>The number of Safe and Well visits for quarter three was 1.14 per appliance per day, which is slightly lower than the figure of 1.29 achieved during quarter two. This is largely due to the lower number of visits achieved during December.</p> <p>The average assessment points achieved per visits remains above eight, at 8.05 for the quarter.</p>  |   |  |

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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<br/>Actual to date: 346 (based on Q2)</p> |
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The delay in obtaining figures for this performance indicator continues.

The figures for quarter one show an increase on the previous quarter. Figures so far for quarter two indicate a reduction compared to quarter one, however it is not known how up to date these figures are. The highest number of serious injuries since 2013/14 were observed during quarter one although figures for quarter two suggest a reduction.

13 people were killed in road traffic collisions during quarter two (14 in quarter one).

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| <b>PI 8</b> |  | <p><b>The number of arson fires in dwellings</b></p> <p>Forecast YTD: 143 (129 – 151)<br/>Actual to date: 152</p> <p><b>Under performance against the tolerance levels</b></p> |
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Arson dwelling fires are above the tolerance level for quarter three, due to an increase in incidents during November (the number of incidents returned to the pre-November average in December). The quarterly figures are only nine incidents above target and just one above the upper tolerance level. The year to date figures are within the tolerance level.


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| <b>PI 9</b> |  | <p><b>The number of arson fires in non-domestic premises</b></p> <p>Forecast YTD: 96 (86 – 101)<br/>Actual to date: 162</p> <p><b>Under performance against the tolerance levels</b></p> |
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Arson fires at non-domestic premises continue to be above target quarterly and for the year to date. The number of incidents were more than double the target for the quarter (54 incidents against a target of 25).

The number of incidents HMP Birmingham continue to be higher than in previous years. However, without the incidents at the prison the performance indicator would remain red although only 11 incidents above the target.

With the exception of Solihull and Coventry, all Commands are above the tolerance level both quarterly and year to date.




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| <b>PI 10</b> |  | <b>The number of arson vehicle fires</b><br>Forecast YTD: 512 (461 – 538)<br>Actual to date: 680<br><b>Under performance against the tolerance levels</b> |
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Arson vehicle fires are above the tolerance level for quarter three and year to date.

Current forecasts suggest that the performance indicator will be 32.8% over target by the end of 2016/17, representing a 22.8% increase compared to the end of year figure for 2015/16.


It should be noted that the target is based on a three year average which has been calculated using three of the four lowest years for arson vehicle fires (the number of incidents recorded was at its lowest in 2012/13 and incidents have been steadily rising since).

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| <b>PI 11</b> |  | <b>The number of arson rubbish fires</b><br>Forecast YTD: 1692 (1607 – 1725)<br>Actual to date: 1571<br><b>Over performance against the tolerance levels</b> |
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The number of arson rubbish fires are above the tolerance levels for quarter three but remain below the lower tolerance level for the year to date.

November in particular was higher than expected despite the annual expected rise on and around Bonfire Night.

All Commands have experienced figures above the tolerance levels for the whole of quarter three, with the exception of Black Country North during November. However, it has been forecast that the year-end figure for this performance indicator will be below the tolerance level.

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| <b>PI 12</b> |  | <b>The number of arson fires in derelict buildings</b><br>Forecast YTD: 114 (102 – 119)<br>Actual to date: 162<br><b>Under performance against the tolerance levels</b> |
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The number of arson fires in derelict buildings continue to exceed targets, both in quarter three and year to date. This is now the sixth quarter in a row that this performance indicator has been classed as red.

The volume of incidents is within Black Country South which is 30 incidents above target for the year to date (13 in Dudley, 17 in Sandwell).

It should be noted that year to date, there are an additional five arson fires at derelict buildings which were severe enough to require at least five appliances, resulting in the

incidents being classed as primary fires and therefore not recorded in this performance indicator. Three incidents were in Sandwell, one in Solihull and one in Birmingham North.

## Protection


Our Protection Service prioritises the risks to the business sector, focusing on the provision of advice and importantly the enforcement of legislation with a mind set of continuing to support the economic wellbeing of the West Midlands.

To support the delivery of the following Strategic Objective:


- We will advise and enforce on fire safety issues across the West Midlands to comply with fire safety legislation.

Overall assessment of performance:

- Performance is within the tolerance levels

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| <b>PI 13</b> |  | <p><b>The number of accidental fires in non-domestic premises</b><br/> Forecast YTD: 336 (303 – 353)<br/> Actual to date: 322<br/> <b>Performance is within the tolerance levels</b></p> |
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Accidental fires in non-domestic premises remain within the tolerance levels for both the quarter and year to date. Figures for Black Country North and Black Country South are above tolerance levels for year to date although only by five and eight incidents respectively.

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| <b>PI 14</b> |  | <p><b>The number of false alarm calls due to fire alarm equipment</b><br/> Forecast YTD: 4388 (4169 – 4476)<br/> Actual to date: 4407<br/> <b>Performance is within the tolerance levels</b></p> |
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False alarms due to equipment remain on target for the third quarter in a row.


Birmingham South and Black Country North are above the tolerance level for the quarter and year to date, Birmingham North is within the tolerance levels, and Black Country South and Coventry and Solihull are below the tolerance levels.

Current forecasts suggest that this performance indicator will remain within the tolerance levels at the end of the year.



## People Support Services




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| <p><b>PI 15</b></p>  |    | <p><b>The percentage of employees that have disclosed their disabled status</b><br/>           Target: 100%<br/>           Actual to date: 89.5%<br/> <b>Under performance against the tolerance levels</b></p> |
| <p>There has been a small increase in the percentage of staff who have disclosed their disability status during quarter three to 89.5%. 41 uniformed, 33 non-uniformed and one Fire Control employee have declared a disability.</p>   |   |   |
| <p><b>PI 16</b></p>  |    | <p><b>The number of female uniformed staff</b><br/>           Target: 75 (71 – 79)<br/>           Actual to date: 74<br/> <b>Performance is within the tolerance levels</b></p>                                 |
| <p>There are 74 female uniformed employees. No female firefighters are due to retire until 2019. 24.3% (18) of female staff are in a management position.</p> <p>With regard to the firefighter recruitment campaign which commenced in October 2016, 1791 people completed the online application stage of which 15% (266) were female. Of those who were successful at this stage, 15% (45) women proceeded to the practical selection test, a 4% increase compared to the recruitment campaign held in 2013.</p>  |   |   |
| <p><b>PI 17</b></p>  |  | <p><b>The percentage of all staff from ethnic minority communities</b><br/>           Target: 10.0 (9.5 – 10.5)<br/>           Actual to date: 10.0<br/> <b>Performance is within the tolerance levels</b></p>  |
| <p>9.6% of all employees describe themselves as being from a black and minority ethnic (BME) background; which account for 8.1% of uniformed staff and 15.9% of non-uniformed staff. 26.5% of BME employees in uniformed roles, and 47.5% of BME employees in non-uniformed roles are in a management position.</p> <p>With regard to the firefighter recruitment campaign which commenced in October 2016, 19% (33) of the 1791 online applications were from people from a BME background. Of those who were successful at this stage, 16% (49) were from a BME background, compared to 8% in the recruitment campaign held in 2013.</p> |   |   |

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| <b>PI 18</b>  |   | <p><b>The average number of working days/shifts lost due to sickness – uniformed employees</b><br/> Target: 4.47 (4.25 – 4.70)<br/> Actual to date: 5.03<br/> <b>Under performance against the tolerance levels</b></p>                |
| <p>Sickness for the last nine months is an average of five days per person, which is higher than the target and is a 7% increase compared to the first three quarters of 2015/16.</p> <p>Top five reasons, accounting for 51% of sickness, were:</p> <ul style="list-style-type: none"> <li>Mental Health – Anxiety / Depression</li> <li>Post-operative</li> <li>Joint problems</li> <li>Gastrointestinal</li> <li>Musculoskeletal (back)</li> </ul> <p>55% of uniformed sickness is long term.</p>  |  |  |
| <b>PI 19</b>  |  | <p><b>The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff</b><br/> Target: 4.73 (4.5 – 5.0)<br/> Actual to date: 5.45<br/> <b>Under performance against the tolerance levels</b></p> |
| <p>The average number of working days / shifts lost due to sickness for non-uniformed and Fire Control staff in the last nine months is higher than the target of 4.73:</p> <p>Average number of days sick per person Apr-Dec '16 – Non-uniformed: 4.9<br/> Average number of days sick per person Apr-Dec '16 – Fire Control: 8.5<br/> 52% of non-uniformed sickness was due to long term sickness.<br/> 65% of Fire Control sickness was due to long term sickness.<br/> Five non-uniformed staff and no Fire Control staff were on restricted duties.</p> <p>The top five reasons, accounting for 65% of sickness for Fire Control, were:</p> <ul style="list-style-type: none"> <li>Reproductive</li> <li>Respiratory Cold and Flu</li> <li>Musculoskeletal (neck)</li> <li>Gastrointestinal</li> <li>Mental Health – Anxiety / Depression</li> </ul> <p>The top five reasons, accounting for 44% of non-uniformed sickness, were:</p> <ul style="list-style-type: none"> <li>Mental Health – Anxiety / Depression</li> <li>Post-operative</li> <li>Musculoskeletal (back)</li> <li>Urological</li> <li>Respiratory Cold and Flu</li> </ul> |  |  |

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| <b>PI 20</b>  |  | <p><b>The average number of working days/shifts lost due to sickness – all staff</b><br/> Target: 4.53 (4.30 – 4.75)<br/> Actual: 5.14<br/> <b>Under performance against the tolerance levels</b></p> |
| <p>The performance rating reflects the increase in sickness across uniformed, non-uniformed and Fire Control staff (see PI 18 and PI 19).</p> |   |   |

**Safety, Health and Environment**

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|---|---|---|
| <b>PI 21</b>  |    | <p><b>The total number of injuries</b><br/> Forecast YTD: 108 (103 – 113)<br/> Actual to date: 104<br/> <b>Performance is within the tolerance levels</b></p>                 |
| <p>The number of injuries during quarter three was on target. Of the 35 injuries, seven were related to two separate road traffic collisions; five for the RTC involving Haden Cross on Stourbridge Ring Road, and two to People Support Services staff who were involved in a RTC when leaving a fire station. Eight reports were incident related, of which two arose from accessing a gate or fence.</p> <p>50 near hits were reported during quarter three. There were no significant trends; the main areas for reports were:</p> <ul style="list-style-type: none"> <li>Appliance related (13)</li> <li>Operational equipment (10)</li> <li>Premises (8)</li> <li>Personal protective equipment (7)</li> <li>Breathing apparatus (6)</li> </ul> <p>30 violence reports were received during quarter three, 29 of which were incident related. 18 involved some form of verbal abuse and six some form of missile throwing. 11 occurred in the Birmingham area and nine in the Coventry area. The one non-incident related case occurred as a crew arrived at a Safe and Well visit.</p> |   |   |
| <b>PI 22</b>  |  | <p><b>The total number of RIDDOR injuries</b><br/> Forecast YTD: 14.25 (13.5 – 15.0)<br/> Actual to date: 10.00<br/> <b>Over performance against the tolerance levels</b></p> |
| <p>Two reports were recorded during quarter three (both over seven day reports).</p> <p>Additionally a serious accident to a contractor occurred at the Command Development Centre which was reported to the Health and Safety Executive who are currently investigating this further.</p>  |   |   |

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| <b>PI 23</b>  |  | <p>To reduce the Fire Authority's carbon emissions<br/> Forecast YTD: N/A<br/> Actual to date: N/A</p>   |
| <p>This indicator is reported on annually in quarter 4 of each year.</p>  |   |  |
| <b>PI 24</b>  |  | <p><b>To reduce gas use of Fire Authority premises</b><br/> Forecast YTD: 7,139MWh (6782 – 7496)<br/> Actual to date: 4,550MWh<br/> <b>Over performance against the tolerance levels</b></p>         |
| <p>The positive year on year reduction continues, averaging 20% below target. Contributing factors include a mild winter and on-going planned station improvements and boiler upgrades.</p> |   |  |
| <b>PI 25</b>  |  | <p><b>To reduce electricity use of Fire Authority premises</b><br/> Forecast YTD: 4,297MWh (4082 – 4512)<br/> Actual to date: 3,581MWh<br/> <b>Over performance against the tolerance levels</b></p> |
| <p>The reduction in use continues supported by ongoing energy improvements including LED lighting replacements and the installation of more energy efficient appliances.</p>                |   |  |

**WEST MIDLANDS FIRE AND RESCUE AUTHORITY  
SCRUTINY COMMITTEE WORK PROGRAMME 2016/17**

| <b>Date of Meeting</b> | <b>Item</b>  | <b>Responsible Officer</b>                | <b>Completed</b>  |
|------------------------|--|---|-------------------|
| <b>2016</b>            |  |   |                   |
| 05 September 2016      | Analysis of Progress of Corporate Performance against The Plan for Quarter 1 2016/2017 | Director of Service Delivery              | 05 September 2016 |
|                        | Update on the progress of the Data Sharing Review                                      | Chair Of Scrutiny Committee               | 05 September 2016 |
|                        | Update on the reviews of Partnerships and Safeside                                     | Director of Service Delivery              | 05 September 2016 |
|                        | Consideration of Work Programme  | Chair of Scrutiny Committee               | 05 September 2016 |
| 10 October 2016        | Dispute Resolution Monitoring (presented 5/9/16)                                       | Strategic Enabler People Support Services | 10 October 2016   |
|                        | Update on the reviews of Partnerships and Safeside                                     | Director of Service Delivery              | 10 October 2016   |
|                        | Update on the progress of the Data Sharing   | Chair Of Scrutiny                         | 10 October 2016   |

Item 7

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|  | Review<br>Update on water rescues and water safety | Committee<br>Director of Service Delivery | 10 October 2016 |
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| <b>Date of Meeting</b> | <b>Item</b>  | <b>Responsible Officer</b>                | <b>Completed</b> |
|------------------------|--|---|------------------|
| 14 November 2016       | Consideration of Scoping Document for Review of XXXXX                                  | Director of Service Delivery              | 14 November 2016 |
|                        | Analysis of Progress of Corporate Performance against The Plan for Quarter 2 2016/2017 | Director of Service Delivery              | 14 November 2016 |
|                        | Diversity, Inclusion, Cohesion & Equality Quarterly Update – Quarters 1 & 2 2016/17    | Strategic Enabler People Support Services | 14 November 2016 |
|                        | Update on progress of the Data Sharing Review  | Chair of Scrutiny Committee               | 14 November 2016 |

[ILO: UNCLASSIFIED]  
February 2017



| 2017             |  |   |           |
|------------------|--|---|-----------|
| Date of Meeting  | Item   | Responsible Officer                       | Completed |
| 20 February 2017 | Analysis of Progress of Corporate Performance against The Plan for Quarter 3 2016/2017 | Director of Service Delivery              |           |
|                  | Safeside Review – Response to Members Questions  | Director of Service Delivery              |           |
|                  | Consideration of Scrutiny Review of Positive Action and Firefighter Recruitment        | Director of Service Delivery              |           |
| 27 March 2017    | Dispute Resolution Monitoring Report   | Strategic Enabler People Support Services |           |
|                  | Consideration of the Annual Report of the Scrutiny Committee                           | Chair of Scrutiny Committee               |           |
|                  | Report on the Data Sharing Review  | Chair Of Scrutiny Committee               |           |
| 05 June 2017     | Analysis of Progress of Corporate Performance against The Plan for Quarter 4 2016/2017 | Director of Service Delivery              |           |

Item 7

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|--|--|---|--|
|  | Diversity, Inclusion, Cohesion & Equality<br>Quarterly Update – Quarters 3 & 4 2016/17 | Strategic Enabler<br>People Support<br>Services |  |
|  | Annual Report of the Scrutiny Committee  | Chair of Scrutiny<br>Committee                  |  |

Note: separate meetings of the review working group are to be scheduled if and when required