

APPENDIX 1

Performance Indicator Performance – Quarter Three 2016/17

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 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

PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 42 seconds Over performance against the tolerance levels
		<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 & 4 incidents remain well within target:</p> <ul style="list-style-type: none">• Category 2: 5 minutes 45 seconds (target is under 7 minutes)• Category 3: 5 minutes 01 seconds (target is under 10 minutes)• Category 4: 6 minutes 51 seconds (target is under 20 minutes)



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

PI 2		The number of accidental dwelling fires Forecast YTD: 1251 (1188 - 1276) Actual to date: 1188 Over performance against the tolerance levels
<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>		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 45 (36 – 49) Actual to date: 46 Performance is within the tolerance levels
<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>		

PI 4		The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 9
<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>		
PI 5		The percentage of Safe and Well visits referred by our partners Forecast YTD: 40% Actual to date: 41.8% Performance is within the tolerance levels
<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>		
PI 6		The number of Safe & Well points achieved by the Brigade Forecast YTD: 135000 Actual to date: 159866 Over performance against the tolerance levels
<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>		

PI 7		<p>The number of people killed or seriously injured (KSI) in road traffic collisions</p> <p>Forecast YTD: Not applicable Actual to date: 346 (based on Q2)</p>
<p>The delay in obtaining figures for this performance indicator continues.</p> <p>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.</p> <p>13 people were killed in road traffic collisions during quarter two (14 in quarter one).</p>		
PI 8		<p>The number of arson fires in dwellings</p> <p>Forecast YTD: 143 (129 – 151) Actual to date: 152 Under performance against the tolerance levels</p>
<p>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.</p>		
PI 9		<p>The number of arson fires in non-domestic premises</p> <p>Forecast YTD: 96 (86 – 101) Actual to date: 162 Under performance against the tolerance levels</p>
<p>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).</p> <p>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.</p> <p>With the exception of Solihull and Coventry, all Commands are above the tolerance level both quarterly and year to date.</p>		

PI 10		The number of arson vehicle fires Forecast YTD: 512 (461 – 538) Actual to date: 680 Under performance against the tolerance levels
<p>Arson vehicle fires are above the tolerance level for quarter three and year to date.</p> <p>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.</p> <p>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).</p>		
PI 11		The number of arson rubbish fires Forecast YTD: 1692 (1607 – 1725) Actual to date: 1571 Over performance against the tolerance levels
<p>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.</p> <p>November in particular was higher than expected despite the annual expected rise on and around Bonfire Night.</p> <p>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.</p>		
PI 12		The number of arson fires in derelict buildings Forecast YTD: 114 (102 – 119) Actual to date: 162 Under performance against the tolerance levels
<p>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.</p> <p>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).</p> <p>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</p>		

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

PI 13		The number of accidental fires in non-domestic premises Forecast YTD: 336 (303 – 353) Actual to date: 322 Performance is within the tolerance levels
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.		
PI 14		The number of false alarm calls due to fire alarm equipment Forecast YTD: 4388 (4169 – 4476) Actual to date: 4407 Performance is within the tolerance levels
<p>False alarms due to equipment remain on target for the third quarter in a row.</p> <p>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.</p> <p>Current forecasts suggest that this performance indicator will remain within the tolerance levels at the end of the year.</p>		



People Support Services




PI 15		<p>The percentage of employees that have disclosed their disabled status Target: 100% Actual to date: 89.5% Under performance against the tolerance levels</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>		
PI 16		<p>The number of female uniformed staff Target: 75 (71 – 79) Actual to date: 74 Performance is within the tolerance levels</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>		
PI 17		<p>The percentage of all staff from ethnic minority communities Target: 10.0 (9.5 – 10.5) Actual to date: 10.0 Performance is within the tolerance levels</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>		

PI 18		<p>The average number of working days/shifts lost due to sickness – uniformed employees Target: 4.47 (4.25 – 4.70) Actual to date: 5.03 Under performance against the tolerance levels</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> <p>Mental Health – Anxiety / Depression Post-operative Joint problems Gastrointestinal Musculoskeletal (back)</p> <p>55% of uniformed sickness is long term.</p>		
PI 19		<p>The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff Target: 4.73 (4.5 – 5.0) Actual to date: 5.45 Under performance against the tolerance levels</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 Average number of days sick per person Apr-Dec '16 – Fire Control: 8.5 52% of non-uniformed sickness was due to long term sickness. 65% of Fire Control sickness was due to long term sickness. 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: Reproductive Respiratory Cold and Flu Musculoskeletal (neck) Gastrointestinal Mental Health – Anxiety / Depression</p> <p>The top five reasons, accounting for 44% of non-uniformed sickness, were: Mental Health – Anxiety / Depression Post-operative Musculoskeletal (back) Urological Respiratory Cold and Flu</p>		

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

Safety, Health and Environment

PI 21		The total number of injuries Forecast YTD: 108 (103 – 113) Actual to date: 104 Performance is within the tolerance levels
<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> <p>Appliance related (13) Operational equipment (10) Premises (8) Personal protective equipment (7) Breathing apparatus (6)</p> <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>		
PI 22		The total number of RIDDOR injuries Forecast YTD: 14.25 (13.5 – 15.0) Actual to date: 10.00 Over performance against the tolerance levels
<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>		

PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: N/A Actual to date: N/A
This indicator is reported on annually in quarter 4 of each year.		
PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 7,139MWh (6782 – 7496) Actual to date: 4,550MWh Over performance against the tolerance levels
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.		
PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 4,297MWh (4082 – 4512) Actual to date: 3,581MWh Over performance against the tolerance levels
The reduction in use continues supported by ongoing energy improvements including LED lighting replacements and the installation of more energy efficient appliances.		