

## APPENDIX 1

### Performance Indicator Performance – Quarter One 2017/18

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 firefighting 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		<b>The Risk Based Attendance Standard</b> Target: under 5 minutes Actual: 4 minutes 46 seconds <b>Over performance against the tolerance levels</b>
		<p>The median attendance time to high-risk (Cat 1) incidents in quarter four is 4 minutes 46 seconds, a decrease of 5 seconds compared to the previous quarter.</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 36 seconds (target is under 7 minutes)</li><li>• Category 3: 4 minutes 55 seconds (target is under 10 minutes)</li><li>• Category 4: 6 minutes 35 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


<b>PI 2</b>		<b>The number of accidental dwelling fires</b> Forecast YTD: 387 (297 - 464) Actual to date: 405 <b>Performance is within the tolerance levels</b>
<p>Accidental Dwelling Fires are 4.7% above target for the first quarter of the year, although remain within the tolerance levels.</p> <p>All Command Areas are within tolerance levels or below (Coventry and Solihull for the latter).</p>		
<b>PI 3</b>		<b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b> Forecast YTD: 16 (6 – 24) Actual to date: 12 <b>Performance is within the tolerance levels</b>
<p>There were 12 injuries at Accidental Dwelling Fires in quarter one. There were three in April, six in May, and three in June. Cooking appliances were the source of ignition for half of the incidents.</p>		
<b>PI 4</b>		<b>The number of deaths from accidental dwelling fires</b> Forecast YTD: N/A Actual to date: 2
<p>There have been 2 fatalities at Accidental Dwelling Fires in quarter one, one in Wolverhampton and one in Birmingham South.</p> <p>One incident was a smoking related fire, the other involved an electricity supply fire in a property being renovated.</p>		

<b>PI 5</b>		<b>The percentage of Safe and Well visits referred by our partners</b> Forecast YTD: 50% Actual to date: 34.4% <b>Under performance against the tolerance levels</b>
34.4% of Safe and Well visits during quarter one were a result of partner referrals, (compared to 44.4% in quarter four 16/17).		
<b>PI 6</b>		<b>The number of Safe &amp; Well points achieved by the Brigade</b> Forecast YTD: 68,750 Actual to date: 55,945 <b>Under performance against the tolerance levels</b>
<p>The number of Safe and Well points achieved during quarter one was 19% below target and below the lower tolerance level.</p> <p>Performance varies across the Service, with Command Areas recording the following performance against their respective targets:</p> <p>Birmingham – 80%  Black Country North – 97%  Black Country South – 87%  Coventry and Solihull – 59%</p>		
<b>PI 7</b>		<b>The number of people killed or seriously injured (KSI) in road traffic collisions</b> Forecast YTD: Not applicable Actual to date: 162 (not up to date)
<p>There were 281 people killed or seriously injured in road traffic collisions in the West Midlands in quarter two of 2016/17, which although higher than the same quarter in 2015/16, was a very slight reduction from quarter one of 2016/17 (289). Quarter three saw a further reduction (270), although it is possible that the figure may still change.</p> <p>While the number of serious injuries appears to be on a reducing trend (pending any updates), the number of fatalities was high in quarters three and four of 2016/17, with 23 and 18 respectively. There have already been seven fatalities recorded for quarter one 2017/18.</p>		

## Protection

<b>PI 8</b>		<b>The number of arson fires in dwellings</b> Forecast YTD: 45 (28 – 59) Actual to date: 57 <b>Performance is within the tolerance levels</b>
<p>Arson dwelling fires are above target but remain within the tolerance levels. However, performance has been progressively deteriorating over the last three months.</p>		
<b>PI 9</b>		<b>The number of arson fires in non-domestic premises</b> Forecast YTD: 42 (27 – 58) Actual to date: 58 <b>Performance is within the tolerance levels</b>
<p>Arson fire at non-domestic premises are within the tolerance levels. Both Birmingham North and Birmingham South are above tolerance for the quarter (18 and six incidents above target respectively), although performance improved in June, in particular for Birmingham North.</p> <p>Birmingham North's performance is mainly linked to incidents at HMP Birmingham which accounted for 80.6% of incidents within the Command Area. The number of such incidents was high in April and May at 10 incidents per month, reducing to five incidents during June.</p>		
<b>PI 10</b>		<b>The number of arson vehicle fires</b> Forecast YTD: 206 (133 – 280) Actual to date: 225 <b>Performance is within the tolerance levels</b>
<p>Arson vehicle fires are within the tolerance level for the quarter.</p> <p>Solihull and Walsall boroughs are above tolerance, Solihull six incidents above and Walsall 9 above target. Arson vehicle fires have been above tolerance in Solihull each month since May 2016 although performance has improved since April 2017.</p>		
<b>PI 11</b>		<b>The number of arson rubbish fires</b> Forecast YTD: 524 (403 – 628) Actual to date: 686 <b>Under performance against the tolerance levels</b>
<p>The number of arson rubbish fires were above the upper tolerance level for the quarter, exceeding the target by 31.1%. This has been largely due to the very dry weather experienced during this quarter.</p>		

Our Protection Service prioritises the risks to the business sector, focusing on the provision of advice and importantly the enforcement of legislation with a

<b>PI 12</b>		<b>The number of arson fires in derelict buildings</b> Forecast YTD: 47 (30 – 63) Actual to date: 44 <b>Performance is within the tolerance levels</b>
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The number of fires in derelict buildings is 7% below target and within the tolerance levels.


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:

- Over performance against the tolerance levels




<b>PI 13</b>		<b>The number of accidental fires in non-domestic premises</b> Forecast YTD: 107 (68 – 144) Actual to date: 108 <b>Performance is within the tolerance levels</b>
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The number of accidental fires in non-domestic premises is just one incident above target and within the tolerance levels. Solihull and Walsall boroughs are above tolerance, although there have been no incidents in June in Walsall and just one in Solihull. Despite these two boroughs being above tolerance, all commands are within tolerance levels.

<b>PI 14</b>	 <b>Fire alarm</b>	<b>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises</b> Forecast YTD: 1316 (1012 – 1578) Actual to date: 1284 <b>Performance is within the tolerance levels</b>
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False alarms due to equipment are below target and within the tolerance levels for quarter one. Only Walsall borough is above tolerance, experiencing 121 incidents compared to a target of 94.

## People Support Services

<b>PI 15</b>		<p><b>The percentage of employees that have disclosed their disabled status</b>          Target: 100% (90% - 100%)          Actual to date: 93.2%  <b>Performance is within the tolerance levels</b></p>
<p>The percentage of employees disclosing their disability status has increased to 93.2% following further work by the Workforce Planning team, who have been working with local managers of those who have previously not declared.</p> <p>Breakdown of declarations by percentage of employees:</p> <ul style="list-style-type: none"> <li>• 4% declared they have a disability</li> <li>• 84% declared they do not have a disability</li> <li>• 5% declared they would prefer not to state</li> <li>• 7% no declaration made</li> </ul>		
<b>PI 16</b>		<p><b>The number of female uniformed staff</b>          Target: 75 (67.5 – 82.5)          Actual to date: 74  <b>Performance is within the tolerance levels</b></p>
<p>There are 74 female uniformed staff (a reduction of one compared to the previous quarter).</p> <p>28% of female uniformed staff are in management roles (previously 25%).</p> <p>A pre-recruitment course exclusively for women has been run by the Service which saw 17 attendees. It is anticipated that all will apply when recruitment commences.</p> <p>30 new entrant firefighters are due to commence employment in July and August, of which three (10%) are women.</p> <p>Taster days continue to be held across the organisation and to date, 95 women have attended a session.</p> <p>There are currently 361 women within the pool of 914 potential applicants (39%).</p>		
<b>PI 17</b>		<p><b>The percentage of all staff from BME communities</b>          Target: 10.0% (9.0 – 11.0)          Actual to date: 10.0%  <b>Performance is within the tolerance levels</b></p>
<p>The percentage of all staff from black and ethnic minority (BME) communities is 10%; which remains a static position.</p> <p>17% of non-uniformed staff, 8.2% of uniformed staff, and 2% of Fire Control staff describe themselves as being from a BME background.</p>		

29% of uniformed BME staff are in a management position (Crew Commander and above). 56% of non-uniformed BME staff are grade nine and above.


<b>PI 17a</b>		<b>The percentage of uniformed staff from BME communities</b> Target: 8.2% (7.4 – 9.0) Actual to date: 8.2% <b>Performance is within the tolerance levels</b>
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8.2% of uniformed staff are from Black and Minority Ethnic (BME) communities.


30 new entrant firefighters are due to commence employment in July and August, of which eight people (27%) are from a BME background.

Taster days continue to be held across the organisation and to date, 88 applicants from BME backgrounds have attended a session.

There are currently 402 BME people within the pool of 914 potential candidates (44%).

<b>PI 18</b>		<b>The average number of working days/shifts lost due to sickness – all staff</b> Target: 1.17 (0.93 – 1.40) Actual to date: 1.32 <b>Performance is within the tolerance levels</b>
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An average of 1.32 days/shifts were lost due to sickness in quarter one. Although higher than the target of 1.17, performance represents a 13.7% decrease compared to the same period in 2016.

<b>PI 19</b>		<b>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff</b> Target: 1.20 (0.96 – 1.44) Actual to date: 1.35 <b>Performance is within the tolerance levels</b>
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An average of 1.35 days/shifts were lost due to sickness in quarter one. Although higher than the target of 1.20, performance represents a 13% decrease compared to the same period in 2016.

23% of Uniformed sickness episodes have no absence reason recorded.

21% of Uniformed back to work interviews have not been recorded on HRMS.


The top 5 causes of sickness (accounting for 51%) are:

- Mental Health - Anxiety/Depression
- Gastrointestinal

- Joint Problems
- Post-Operative
- Musculoskeletal - Back

Long term sickness accounted for 53% of all Uniformed sickness.

21 members of staff are on restricted duties (a reduction from 28 in quarter four 16/17).

<b>PI 20</b>		<b>The average number of working days/shifts lost due to sickness – non-uniformed staff</b> Target: 1.06 (0.84 – 1.27) Actual: 1.23 <b>Performance is within the tolerance levels</b>
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An average of 1.23 days/shifts were lost due to sickness in quarter one. Although higher than the target of 1.17, performance represents a 16.3% decrease compared to the same period in 2016.


The top 5 causes of sickness (accounting for 46%) are:

- Post-Operative
- Mental Health - Anxiety / Depression
- Joint Problems
- Respiratory
- Musculoskeletal - Back

Long term sickness accounted for 35% of all non-uniformed sickness.

Nine members of staff are on restricted duties.

## Safety, Health and Environment

<b>PI 21</b>		<b>The total number of injuries</b> Forecast YTD: 33 (31 – 35) Actual to date: 33 <b>Performance is within the tolerance levels</b>
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There have been 33 injuries during quarter one.

Seven injuries (blisters, burns, skin reddening events) have been reported following tactical ventilation training. The number of injuries reported remains low in comparison to the number of staff attending the training (less than 1.5%). However, a review will be carried out to examine any common factors and identify any learning points.

The number of injuries resulting from manual handling (five) and slips and trips (2), are low for the quarter.




Two injuries were reported following a significant safety event involving a Service van colliding into an appliance whilst returning to station after a fire house session.


<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Forecast YTD: 4.5 (4.0 – 5.0) Actual to date: 2.0 <b>Over performance against the tolerance levels</b>
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There were two RIDDOR reports during quarter one, which is low and below the tolerance level. Both RIDDOR injuries occurred at incidents.


There have been a number of potential injuries that could have been reportable but fell just below the over seven day criteria for time lost.

<b>PI 23</b>		<b>To reduce the Fire Authority's carbon emissions</b> Forecast YTD: N/A Actual to date: N/A
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Performance indicator is reported on annually at the end of year.

<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 1989MWh (1891 – 2088) Actual to date: 1512MWh <b>Over performance against the tolerance levels</b>
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Gas usage remains consistently below target. Warm weather has contributed to the positive performance, with station heating not running. There are new boiler replacements planned for Dudley, Northfield and Willenhall fire stations.

<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: 1234MWh (1172 – 1296) Actual to date: 696MWh <b>Over performance against the tolerance levels</b>
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Electricity usage remains below target and the tolerance levels. Performance is being supported by ongoing planned improvements including new LED lighting at WMFS Headquarters, Safeside, Billesley, Binley and Canley.