


Key Performance Indicators Status – Quarter Four 2020/21

Key:	
Blue	Over performance against the tolerance levels
Green	Performance is within the tolerance levels
Red	Under performance against the tolerance levels

Response

Our response priorities focus on dealing excellently with emergency incidents:


- Through risk management, the most serious incidents in high-risk areas will be attended within five minutes, to save life, protect homes and businesses, and keep our transport networks moving.
- Risk to life and property will be reduced through our commitment to operational excellence, enabling an assertive, effective and safe emergency response to all incidents whilst supporting firefighter safety.
- At all incidents attended, rescue operations will be led and coordinated by WMFS whilst working collaboratively with other agencies to deliver an excellent response and meet public expectations.
- National resilience will be enhanced through delivery of a local, national and international response to major incidents, new risks and humanitarian situations through our specialist response teams.

PI 1		<p>The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 35 seconds Over performance against the tolerance levels</p>
<p>The median attendance time to high-risk (Cat 1) incidents in Q4 was 4 minutes 35 seconds, the same performance as recorded in quarter three. Attendance times for all quarters have been low, reflected in the year-to-date median of 4 minutes 32 seconds.</p> <p>Attendance times for Category 2, 3 & 4 incidents remain significantly below the respective targets:</p> <p>Category 2 – 5 minutes 18 seconds (target of 7 minutes) Category 3 – 4 minutes 47 seconds (target of 10 minutes) Category 4 – 6 minutes 36 seconds (target of 20 minutes)</p>		

Prevention

Our prevention priorities focus on making safer, healthier communities:

- The number of people killed or seriously injured by fire-related incidents will reduce as we focus, with our partners, on reducing the risks faced by the most vulnerable people in our communities.
- The safety, health and well-being of the most vulnerable people in our communities will improve by targeting 'radical prevention' interventions that are directly linked to vulnerability from fire.
- Arson-related incidents will fall, supporting safer and stronger communities, as a result of our partnership working.
- Fewer people will be killed or seriously injured on West Midlands roads, and we will keep our transport networks moving, as we work with the West Midlands Combined Authority and other organisations to develop and deliver interventions that support the West Midlands Regional Road Safety Strategy.

PI 2		The number of accidental dwelling fires Target YTD: 1613 (1532 – 1645) Actual to date: 1607 Performance is within the tolerance levels
<p>At the 2020/21-year end, a total of 1,607 accidental dwelling fires were recorded across WMFS against a target of 1,613 and equates to being 0.4% under target for the year. Whilst the number of Accidental Dwelling Fires (ADF) recorded during the 2020/21 year was marginally higher than the 1,600 recorded during 2019/20, this figure still represents the third lowest number of ADF incidents since 1998/99. Overall, performance during Q1 and Q2 were slightly above the target levels but was offset by stronger performance during the second half of the year, particularly Q3 when ADF's were 9.5% below target.</p> <p>Breakdown of incidents via Command Area:</p> <ul style="list-style-type: none">• Black Country North finished the year having recorded 281 ADF incidents which is 10.6% below the target of 314. This end of year figure was lower than both the 2019/20 year-end and the 3-year average. Apart from May, August and September 2020, the Command was otherwise below target for each month of the 2020/21 year. Drilling down to borough level, Both Walsall and Wolverhampton were below target for the year, recording totals of 127 and 154 ADF's respectively.• Black Country South finished the year having recorded 308 ADF incidents which is 7.4% below the target of 333. This end of year figure was lower than both the 2019/20 year-end and the 3-year average. Drilling down to borough level, whilst Dudley was below target having recorded 129 ADF incidents, Sandwell was above target and tolerance having recorded 179 ADF incidents.		

- Birmingham Command finished the year above tolerance having recorded a total of 750 ADF's which was 5.6% above the target of 710. This end of year figure was also higher than both the 2019/20 year-end and the 3-year average totals. Whilst the Command remained within target for much of 2020, the higher than anticipated number of ADF's recorded during the latter part of the year (particularly December 2020) ultimately resulted in Birmingham exceeding the target level. Drilling down, both Birmingham North and South ended the year in exception recording 386 and 364 ADF's respectively.
- Coventry and Solihull Command also finished the year in exception having recorded a total of 268 ADF incidents against a target of 256 (4.7% over target). The 2020/21 end of year figure was the same as the number recorded in 2019/20 but was 4.1% over the 3-year average of 258 incidents. Both Coventry and Solihull boroughs ended the year over target, recording 179 and 90 ADF's respectively.

PI 3



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

Target YTD: 51 (42 – 56)

Actual to date: 51

Performance is within the tolerance levels

During 2020/21 a total of 51 injuries at accidental dwelling fires (ADF) were recorded across the West Midlands. This was against a target of 51 and therefore the Service finished exactly on target for the year. The number of injuries at ADF's recorded during 2020/21 was the same as 2019/20 and is therefore the joint lowest number since 1998/99.

The number of injuries was relatively low throughout Q1 to Q3 and for each quarter were below target, however during Q4 (particularly March 2021) the number of injuries increased significantly to 23 for the quarter against a target of 13 and was the highest recorded in any quarter over the last three years.

Breakdown of incidents via Command Area:

- Black Country North finished the year having recorded a total of 7 injuries at ADF incidents which was in line with the target of 7. This number was also consistent with the previous year and three-year average. Walsall borough finished the year over target and tolerance having recorded the majority of all such incidents for the Command with 6 Injuries at ADF's, whereas Wolverhampton finished the year under target and tolerance recording only one such injury.
- Black Country South finished the year having recorded a total of 13 Injuries at ADF's which was 31.3% over the target of 10 and therefore above tolerance. The year-end total was also higher than both the previous year and three-year

average. At borough level, Sandwell finished the year recording a total of 9 Injuries at ADF's which was over target and tolerance. Dudley finished the year within target having recorded a total of 4 such injuries.

- Birmingham Command recorded a total of 21 injuries at ADF's which was 24.2% below the target of 28. The 2020/21 year-end total was also lower than both the previous year and three-year average. Birmingham North recorded a total of 9 injuries at ADF's which was 33.5% below the target of 14 and below tolerance for the year. Birmingham South recorded 12 injuries at ADF's which was 15.4% below the target of 14 but was within tolerance for the year.
- Coventry and Solihull Command finished the year having recorded a total of 10 injuries at ADF's which was 44.3% above the target of 7. This year-end figure was higher than both the 2019/20 total and the three-year average. Coventry borough recorded 3 injuries at ADF's which was below target and tolerance, whereas Solihull recorded 7 such injuries which was over target and tolerance for the year.

PI 4



The number of deaths from accidental dwelling fires

Target YTD: N/A

Actual to date: 9

A total of nine deaths at Accidental Dwelling Fires (ADF) were recorded during 2020/21. This is a reduction of 35.7% from the 14 fatalities at ADF's that were recorded during 2019/20. January 2021 was the peak month when 3 incidents were recorded.

- Black Country North Command recorded two incidents, both within Walsall borough.
- Black Country South Command recorded one incident within Dudley borough.
- Birmingham Command recorded 4 incidents, two each within Birmingham North and South.
- Coventry & Solihull Command recorded 2 incidents within Coventry borough.

Two incidents were recorded during the early mornings (between 05:00 and 06:00 hours), two were recorded during late morning and early afternoon (between 11:00 and 15:00), whereas the remaining five incidents recorded during the evening period (between 17:00 and 23:00 hours).

In terms of the most common sources of ignition, 'Heating Equipment' was cited in two incidents, 'smoking' was cited in two incidents and 'cooking' was also cited in two incidents.

Eight of the victims were male. Four victims were between the ages of 59 and 69 years, and five were over the age of 70 years. Seven victims were defined as 'White British' with the remaining two defined as 'African or Afro-Caribbean'.

PI 5

The percentage of Safe and Well visits referred by our partners

Target YTD: 45% (45% - 47%)

Actual to date: 45.1%

Performance is within the tolerance levels

The percentage of Safe and Well visits referred by our partners for Q4 was 48.4%, marginally above the quarterly target of 45%.

The percentage of Safe and Well visits referred by our partners has improved during the second half of the year, with the percentage year to date equating to 45.1%, marginally above the target of 45%.

Breakdown of Safe and Well visits by Command Area:

Command	Q1	Q2	Q3	Q4
Birmingham N	28.5	38.1	48.5	43.3
Birmingham S	32.4	42.2	46.8	50.1
Cov & Sol	20.2	43.6	45.4	50.9
BCS	65.0	57.5	59.9	56.1
BCN	40.6	39.7	39.6	38.8
WMFS	41.0	44.2	48.7	48.4

PI 6

The number of Safe & Well points achieved by the Brigade

Target YTD: 259,690

Actual to date: 131,201

Under performance against the tolerance levels

During Q4 the region was in lockdown due to the Covid-19 pandemic and during this period the guidance remained constant whereby under Business Continuity arrangements face-to-face Safe & Well visits were prioritised to high-risk households where the Covid status would allow access. Remote Safe & Well visits were also delivered which are counted as part of this return. The lockdown and Business Continuity arrangements have had a significant impact on the performance during this quarter.

The total number of Safe & Well visits carried out during Q4 was 7,749 (up from 2,279 in Q1, 3,560 in Q2 and 4,658 in Q3) which equates to 1.44 per appliance per 24hrs (based on 54 Appliances being available 24/7). Please note that this is the combined figure for face-to-face and remote visits.

The target for the total Safe & Well points is 259,690 for the year. During quarter 4 the Service achieved 52,215 points (which is 12,708 below the quarterly target). The total Safe & Well points achieved year to date is 131,201. This is 51% of the target Safe & Well points for the year.

Please note that both face-to-face and remote visits are recorded on the same system. It would not be expected that a remote visit would generate the same number of Safe & Well points as a face-to-face visit. Consequently, comparisons should not be made between the figures for this quarter and other periods where only face-to-face visits occurred.

The number of Safe & Well visits and the total number of Safe & Well points are linked and the average points per visit fell to 6.7 during Q4, down from 7.14 during Q3, 7.65 in Q2, and 7.55 in Q1.

PI 7



The number of people killed or seriously injured (KSI) in road traffic collisions

Target YTD: Not applicable

Actual to date: 593

Please note that the following is West Midlands Police data provided by Transport for West Midlands. The data covers Q1 to Q3. Due to the nature of road traffic collision (RTC) incidents and the time they take to be finalised, the figures provided in this report may be subject to revision in future time periods.

During Q1 to Q3 2020/21, a total of 552 RTCs were recorded on West Midlands roads where the casualties were either killed or seriously injured (KSI). These incidents resulted in a total of 593 casualties of which 37 were fatal and 556 were seriously injured. When compared to the same period in 2019/20, this is a 19.8% decrease in total KSI collisions, a 21.7% reduction in serious injuries, but is a 5.7% increase in fatalities. The reduction in KSI collisions may be, in part, due to national Covid-19 lockdown measures, particularly those relating to working from home, furloughing of employees and leisure travel restrictions.

Of the 37 casualties that were fatally injured, 16 (43.2%) were drivers or riders, 7 (18.9%) were passengers, and 14 (37.8%) were pedestrians. Males accounted for 27 (72.9%) fatal casualties. Just over a fifth (21.6%, n=7) of all fatalities were between 20 and 29 years, with those between 50-59 years accounting for a further 16.2% (n=5) of all those killed.

Of those that were seriously injured, 321 (57.7%) were drivers or riders, 69 (12.4%) were passengers, and 166 (29.8%) were pedestrians. Males accounted for 402 (72.3%) seriously injured casualties. Just under a fifth (19.1%, n=106) of those seriously injured were between 20 and 29 years, with those between 30 and 39 years accounting for a further 11.0% (n=61).

Breakdown of incidents by Command Area:

- Black Country North has for the year to date recorded a total of 99 RTC's that resulted in 103 people being killed or seriously injured (5 fatalities, 69 serious injuries). This is a reduction from the same period in 2019/20 when a YTD total of 131 RTC's resulted in 138 KSI's (9 fatalities, 129 serious injuries).
- Black Country South has for the year to date recorded a total of 119 RTC's that resulted in 127 people being killed or seriously injured (12 fatalities, 115 serious injuries). Compared to 2019/20 YTD, this is the same number of fatalities (12) but a slight reduction from the 128 casualties seriously injured.
- Birmingham has for the year to date recorded a total of 240 RTC's that resulted in 260 people being killed or seriously injured (9 fatalities, 251 serious injuries). Compared to 2019/20 YTD, this is slightly more fatalities (2) but a significant reduction (-21.8%) from the 321 casualties that were seriously injured.
- Coventry & Solihull has for the year to date recorded a total of 89 RTC's that resulted in 98 people being killed or seriously injured (11 fatalities, 87 serious injuries). Compared to 2019/20 YTD, this is 4 more fatalities but a reduction of 15.3% from the 103 casualties that were seriously injured.

PI 8



The number of deliberate fires in dwellings

Target YTD: 208 (187 – 218)

Actual to date: 184

Over performance against the tolerance levels

During 2020/21 a total of 184 deliberate dwelling fires were recorded across the West Midlands which was 11.4% below the target of 208. Indeed, the 2020/21 year-end figure for deliberate dwelling fires is the lowest since 1998/99. Incidents across Q1 to Q3 were all below target levels, with incidents only marginally exceeding the target for Q4 (by 2).

Breakdown of incidents by Command Area:

- Black Country North finished the year having recorded a total of 35 Deliberate Dwelling Fires which was 18.6% below the target of 43. The year-end total was also lower than both the previous year and three-year average. Incidents were below target levels for much of the year with the exception of September 2020 and Q4 when incidents were seen to increase significantly. Both Walsall and Wolverhampton boroughs finished below target levels recording 20 and 35 deliberate dwelling fires, respectively.
- Black Country South finished the year having recorded a total of 25 deliberate dwelling fires which was 26.4% below the target of 34. This was also lower than both the previous year and three-year average. Apart from October 2020, incidents were either below or at target levels for the remainder of the year. At borough level, Sandwell finished the year recording a total of 17 deliberate

dwelling fires which was over target and tolerance. Dudley finished the year below target and tolerance having recorded a total of 8 such incidents.

- Birmingham Command finished the year having recorded a total of 92 deliberate dwelling fires which was 8.2% below the target of 100. The year-end figure was 4 more than the number recorded in 2019/20 but 11 less than the three-year average. Birmingham North recorded 44 deliberate dwelling fires which was 18.5% below the target of 54. Birmingham South recorded 48 incidents against the anticipated 46, but this was still within target levels.
- Coventry and Solihull Command finished the year having recorded a total of 32 deliberate dwelling fires which was 5.3% over the target of 30 and above tolerance. Incidents were notably above target levels during Q3 (Oct 20 to Dec 20) when 14 incidents were recorded. The 2020/21 year-end figure is lower than 2019/20 when 39 deliberate dwelling fires were recorded but is 2.1% above the three-year average of 31 incidents. At borough level, Coventry finished the year within target having recorded 25 incidents, whereas Solihull finished above target and tolerance having recorded 7 incidents.

PI 9



The number of deliberate fires in non-domestic premises

Target YTD: 131 (119 – 137)

Actual to date: 104

Over performance against the tolerance levels

During 2020/21 a total of 104 Deliberate Non-domestic Fires were recorded across the West Midlands which was 20.7% below the target of 131. The 2020/21 year-end figure for deliberate non-domestic fires is the lowest since 1998/99. Performance across all quarters was below target levels, with the most recorded during Q2 (36) and fewest during Q4 (16).

Breakdown of incidents by Command Area:

- Black Country North finished the year having recorded a total of 12 deliberate non-domestic fires which was 40.3% below the target of 20. This was also significantly lower than the total for 2019/20 of 35 and the YTD three-year average of 24. Both Walsall and Wolverhampton boroughs each recorded 6 incidents and finished the year under target.
- Black Country South finished the year having recorded a total of 20 deliberate non-domestic fires which was 29.4% below the target of 28. This was also lower than the total for 2019/20 of 25 and the three-year average of 29. Incidents were highest during July and August 2020, with all other months recording fewer incidents than target levels. At borough level, Sandwell recorded 15 deliberate non-domestic fires which was under target and tolerance, whereas Dudley recorded 15 incidents and was above target and tolerance for the year.

- Birmingham Command recorded a year-end total of 66 deliberate non-domestic fires which was 2.5% below the target of 68. The year-end figure was 11 more than the number recorded in 2019/20 (55) but 14 less than the YTD three-year average (80). Birmingham North recorded a total of 39 deliberate non-domestic fires which was 17.6% below the target of 47. Birmingham South, however, recorded a total of 27 deliberate non-domestic fires which was 32.4% above the target of 20, which was due to high incident levels during Q1 and Q2, particularly between May and August 2020.
- Coventry and Solihull Command finished the year having recorded a total of just 6 deliberate non-domestic fires which was 60.0% below the target of 15. All 6 incidents were recorded within the Coventry borough.

PI 10



The number of deliberate vehicle fires

Target YTD: 735 (662 – 771)

Actual to date: 593

Over performance against the tolerance levels

During 2020/21 a total of 593 deliberate vehicle fires were recorded across the West Midlands which was 19.3% below the target of 735. The 2020/21 year-end figure for deliberate non-domestic fires is the second lowest since 1998/99. Performance across all quarters was below target levels, with the most recorded during Q2 (185) and fewest during Q4 (116).

Breakdown of incidents by Command Area:

- Black Country North finished the year having recorded a total of 130 deliberate vehicle fires which was 8.9% over the target of 119 and therefore above tolerance. The year-end total was, however, lower than that recorded in 2019/20 (131) and the YTD three-year average (133). At borough level, Walsall recorded a total of 81 deliberate vehicle fires which was over target and tolerance, whereas Wolverhampton recorded a total of 49 which was within target.
- Black Country South finished the year recording a total of 156 deliberate vehicle fires which was 5.1% fewer than the target of 164. Incidents of this nature peaked during November 2020 when 20 deliberate vehicle fires were recorded across the Command, whilst fewest were recorded during February 2021. Sandwell borough recorded a total of 92 deliberate vehicle fires which was within target and Dudley recorded a total of 64 which was also within target.
- Birmingham Command finished the year recording a total of 224 deliberate vehicle fires which was 26.9% below the target of 306. Whilst incidents were highest throughout the late summer/early autumn months (July-November), at no point during the year did incidents exceed the Command's target level. Birmingham North recorded a total of 98 deliberate vehicle fires which was 38.9% below the target of 161 for the year. This was also significantly lower

than the 2019/20 total (129) and the YTD three-year average (148). Birmingham South recorded a total of 126 deliberate vehicle fires which was 13.6% below target for the year. This was marginally fewer than the 2019/20 total of 128 but significantly less (-23.2%) than the YTD three-year average of 164.

- Coventry and Solihull Command finished the year recording a total of 83 deliberate vehicle fires which was 42.7% below the target of 145. This was also significantly lower than the 2019/20 total of 124, and 48.34% lower than the YTD three-year average of 161. Both Coventry and Solihull boroughs finished the year below target and tolerance levels recording 62 and 21 deliberate vehicle fires, respectively.

PI 11



The number of deliberate rubbish fires

Target YTD: 1596 (1517 – 1627)

Actual to date: 1228

Over performance against the tolerance levels

During 2020/21 a total of 1,228 deliberate rubbish fires were recorded across the West Midlands which was 23.1% below the target of 1,596. The 2020/21 year-end figure for deliberate non-domestic fires is the lowest since 1999/00. Performance across all quarters was below target levels, with the most recorded during Q2 (386) and fewest during Q4 (210).

Breakdown of incidents by Command Area:

- Black Country North finished the year having recorded a total of 327 deliberate rubbish fires which was 7.0% below the target of 352 and therefore below target and tolerance. The year-end total was higher than the 306 recorded in 2019/20 but lower than the YTD three-year average of 370. At borough level, Walsall recorded a total of 202 deliberate rubbish fires which was under target and tolerance, whereas Wolverhampton recorded a total of 125 which was over target and tolerance.
- Black Country South finished the year having recorded a total of 315 deliberate rubbish fires which was 16.5% below the target of 377 and therefore below target and tolerance. The year-end total was lower than the 351 recorded in 2019/20 and significantly lower (-20.7%) than the YTD three-year average of 397. Drilling down, Sandwell recorded a total of 140 deliberate rubbish fires and Dudley recorded a total of 175, both boroughs were therefore under target and tolerance for the year.
- Birmingham Command finished the year recording a total of 360 deliberate rubbish fires which was 32.2% below the target of 531. Whilst incidents were highest throughout the spring and summer months (May-September), at no point during the year did incidents exceed the Command's target level. Birmingham North recorded a total of 201 deliberate rubbish fires which was

25.0% below the target of 268 for the year. This was also significantly lower than the 2019/20 total (252) and the YTD three-year average (281).

Birmingham South recorded a total of 159 deliberate rubbish fires which was 39.5% below target for the year. This was significantly fewer than the 2019/20 total of 259 and the YTD three-year average of 276.

- Coventry and Solihull Command finished the year recording a total of 226 deliberate rubbish fires which was 32.8% below the target of 336. This was also significantly lower than the 2019/20 total of 347, and 36.2%% lower than the YTD three-year average of 354. Both Coventry and Solihull boroughs finished the year below target and tolerance levels recording 188 and 38 deliberate rubbish fires, respectively.

PI 12



The number of deliberate fires in derelict buildings

Target YTD: 121 (109 – 126)

Actual to date: 89

Over performance against the tolerance levels

During 2020/21 a total of 89 deliberate derelict building fires were recorded across the West Midlands which was 26.3% below the target of 121. The 2020/21 year-end figure for deliberate derelict building fires is the lowest since 1999/00. Performance across all quarters was within target levels, with the most recorded during Q2 (32) and fewest during Q4 (17).

Breakdown of incidents by Command Area:

- Black Country North finished the year having recorded a total of 37 deliberate derelict building fires which was 18.0% higher the target of 31 and therefore above target and tolerance. The year-end total was both higher than the 35 recorded in 2019/20 and 16.8% higher the YTD three-year average of 32. At borough level, Walsall recorded a total of 29 deliberate derelict building fires which was over target and tolerance, whereas Wolverhampton recorded a total of 8 which was under target and tolerance.
- Black Country South finished the year having recorded a total of 29 deliberate derelict building fires which was 32.9% below the target of 43 and therefore below target and tolerance. The year-end total was significantly lower than both the 62 recorded in 2019/20 and the YTD three-year average of 44. Drilling down, Sandwell recorded a total of 10 deliberate derelict building fires and Dudley recorded a total of 19, both boroughs were therefore under target and tolerance for the year.
- Birmingham Command finished the year recording a total of 18 deliberate derelict building fires which was 50% below the target of 36. Incidents were highest during Q4 (March 2021) but at no other point during the year did incidents exceed the Command's target level. Birmingham North recorded a total of 7 deliberate derelict building fires which was 57.6% below the target of

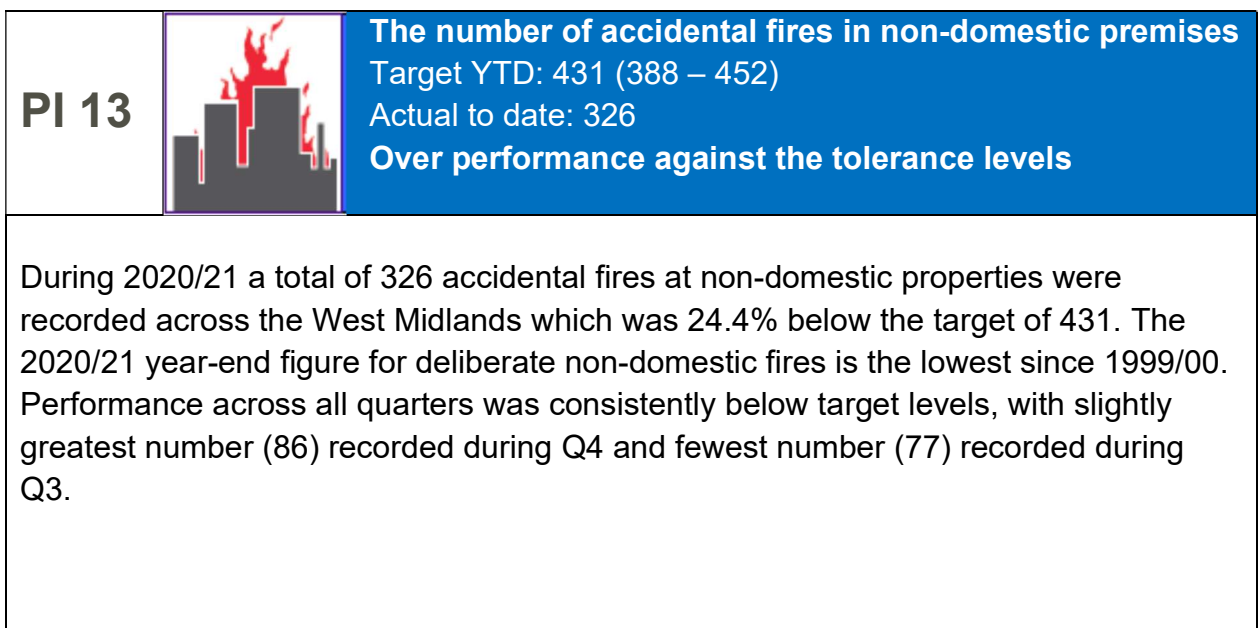
17 for the year. This was also lower than the 2019/20 total (10) and significantly lower (-58.0%) than the YTD three-year average (17). Birmingham South recorded a total of 11 deliberate derelict building fires which was 42.5% below target of 19 for the year. This was also significantly fewer than the 2019/20 total of 17 and the YTD three-year average of 19.

- Coventry and Solihull Command finished the year recording a total of 5 deliberate derelict building fires which was 52.7% below the target of 11. This was also slightly lower than the 2019/20 total of 7, and 53.1% lower than the YTD three-year average of 11. Drilling down, all five derelict building fires within the Command were recorded by Coventry borough.

Protection


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

- Life and property will be protected by targeting high-risk buildings and vulnerable businesses, including residential high-rises, to ensure compliance and enforcement of fire safety legislation.
- Improved community safety through implementing outcomes of the Independent Review of Building Regulations and Fire Safety.
- Improved community safety through innovative and contemporary approaches to the delivery of protection activities and working cohesively with partners at local, regional and national levels to influence the development of new and enabling legislation.
- Prosperity and economic growth are enhanced by educating and supporting businesses, including collaboration with other regulators and partner agencies.
- Disruption to businesses, communities and West Midlands Fire Service caused by unwanted fire signals from fire alarms will be reduced.



Breakdown in incidents by Command Area:



- Black Country North finished the year having recorded a total of 59 accidental fires at non-domestic properties which was 16.1% lower the target of 70 and therefore below target and tolerance. The year-end total was lower than the 82 recorded in 2019/20 and 16.5% lower than the YTD three-year average of 71. At borough level, Walsall recorded a total of 22 accidental fires at non-domestic properties which was below target and tolerance, whereas Wolverhampton recorded a total of 37 which was within target.
- Black Country South finished the year having recorded a total of 85 accidental fires at non-domestic properties which was 4.2% below the target of 89 but was within target and tolerance. The year-end total was slightly lower than both the 92 recorded in 2019/20 and the YTD three-year average of 90. Drilling down, Sandwell recorded a total of 44 accidental fires at non-domestic properties and Dudley recorded a total of 41, both boroughs were therefore with target for the year.
- Birmingham Command finished the year recording a total of 138 accidental fires at non-domestic properties which was 28.5% below the target of 193. Incidents peaked during Q4 (February 2021) but at no point during the year did incidents exceed the Command's target level. Birmingham North recorded a total of 87 accidental fires at non-domestic properties which was 36.8% below the target of 138 for the year. This was also significantly lower than both the 2019/20 total of 135, and the YTD three-year average of 139. Birmingham South recorded a total of 51 accidental fires at non-domestic properties which was 8.0% below target of 55 for the year. This was slightly more than the 2019/20 total of 44, but less than the YTD three-year average of 56.
- Coventry and Solihull Command finished the year recording a total of 44 accidental fires at non-domestic properties which was 44.2% below the target of 79. This was also significantly lower than the 2019/20 total of 82, and 45.0% lower than the YTD three-year average of 80. Both Coventry and Solihull boroughs finished the year below target and tolerance levels recording 34 and 10 accidental fires at non-domestic properties, respectively.

PI 14		<p>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Target YTD: 5733 (5447 – 5848) Actual to date: 5629 Performance is within the tolerance levels</p>
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During 2020/21 a total of 5,629 false alarms due to equipment were recorded across the West Midlands which was 1.8% below the target of 5,733. The 2020/21 year-end figure for false alarms due to equipment is the second lowest since 1999/97. Performance across all quarters was marginally below target levels, with incidents peaking during Q2 and were lowest during Q4.
 Breakdown of incidents by Command Area:

- Black Country North finished the year having recorded a total of 1,133 false alarms due to equipment which was 2.8% lower the target of 1,166 and therefore was within target and tolerance. The year-end total was lower than the 1,212 recorded in 2019/20 and 2.8% lower than the YTD three-year average of 1,166. At borough level, Walsall recorded a total of 428 false alarms due to equipment which was below target and tolerance, whereas Wolverhampton recorded a total of 705 which was above target and tolerance.
- Black Country South finished the year having recorded a total of 1,056 false alarms due to equipment which was 8.2% above the target of 976 and therefore over tolerance. The year-end total was slightly higher than both the 1,004 recorded in 2019/20 and the YTD three-year average of 976. Drilling down, Sandwell recorded a total of 461 false alarms due to equipment which was within target, however Dudley recorded a total of 595 which was above target and tolerance.
- Birmingham Command finished the year recording a total of 2,518 false alarms due to equipment which was 5.2% below the target of 2,656. Birmingham North recorded a total of 1,551 false alarms due to equipment which was 4.7% below the target of 1,627 for the year. This was also lower than both the 2019/20 total of 1,638, and 5.5% lower the YTD three-year average of 1,641. Birmingham South recorded a total of 967 false alarms due to equipment which was 6.0% below target of 1,029 for the year. This was slightly more than the 2019/20 total of 1,101, but 3.7% less than the YTD three-year average of 1,004.
- Coventry and Solihull Command finished the year recording a total of 922 false alarms due to equipment which was 1.5% below the target of 936. This was also slightly lower than the 2019/20 total of 970, and 1.5% lower than the YTD three-year average of 936. Coventry borough recorded a total of 583 false alarms due to equipment which was below target and tolerance for the year, whereas Solihull recorded 339 and was over target and tolerance.

People Support Services

<p>PI 15</p>		<p>The percentage of employees that have disclosed their disabled status Target: 100% (95% - 100%) Actual to date: 94% Under performance against the tolerance levels</p>
<p>The percentage of employees disclosing their disability status remains high at 94%. 4% of employees have stated that they do have a disability.</p> <p>98% of all employees have declared their ethnicity, and 86% have made a declaration regarding their sexual orientation. It should be noted that 227 members of staff have declared that they 'prefer not to say'.</p>		
<p>PI 16</p>		<p>The number of female uniformed staff Target: 186 (177 – 195) Actual to date: 162 Under performance against the tolerance levels</p>
<p>There are 162 female uniformed staff, which is below target although does represent an increase of 16 compared to year end 2019/20.</p> <p>Positive action work continues albeit delivered in a virtual manner due to the Covid restrictions. Workshops are delivered to potential female candidates regarding awareness of behavioural assessments as well as fitness work up programmes being made available. The impact of not running face to face positive action sessions has been evident, particularly with the fitness preparation for females. Members of the DICE team continue to work alongside our fitness advisers in Occupational Health to provide input to female candidates where possible.</p> <p>As restrictions start to ease with the Government's road map to recovery, our input for positive action is assessed and Covid secure risk assessments have been introduced to enable recommencement of face to face positive action work.</p> <p>Members of the DICE team are working alongside colleagues in the Communications team and Occupational Health in the production of videos for firefighter to replenish and refresh our imagery and information available on the Careers pages of the internet.</p> <p>41% of uniformed posts are Crew Commander or above. 24% of female uniformed staff hold a position of Crew Commander or above, compared to 44% of male uniformed staff.</p> <p>65% of non-uniformed posts are grade 9 or above. 53% of female non-uniformed staff hold a position that is grade 9 or above, compared to 80% of male non-uniformed staff.</p>		

The gender pay gap for the Service, as at the last snapshot date of 31st March 2020, was 9.8% which is a reduction from the gap reported the previous year of 11.3%.

PI 17



The percentage of all staff from BAME communities

Target: 13.7% (13.0% – 14.3%)

Actual to date: 13.5%

Performance is within the tolerance levels

The percentage of all staff from black, Asian and minority ethnic (BAME) communities is 13.5%, marginally below target although representing an increase compared to the percentage of 12.4% recorded year end 2019/20.

Recruitment of BAME firefighters continues to improve with the Service consistently seeing around a third of our new firefighters coming from BAME backgrounds.

Virtual sessions are conducted regularly for BAME candidates, providing information and awareness of the role of the firefighter and the Fire Service. It is envisaged that face to face positive action sessions, including taster sessions at local Fire Stations will recommence once social distancing restrictions are removed in line with the Government road map.

Members of the DICE team are working alongside colleagues in the Communications team and Occupational Health in the production of videos for firefighter to replenish and refresh our imagery and information available on the Careers pages of the internet.

41% of uniformed posts are Crew Manager or above. 24% of BAME staff hold a position of Crew Commander or above, compared to 44% of white staff.

65% of non-uniformed posts are grade 9 or above. 62% of BAME non-uniformed staff hold a position that is grade 9 or above, compared to 66% of white non-uniformed staff.

PI 17a



The percentage of uniformed staff from BAME communities

Target: 12.7% (12.1% – 13.3%)




Actual to date: 12.4%

Performance is within the tolerance levels



12.4% of Uniformed staff are from black, Asian and minority ethnic (BAME) communities, which is marginally below the target and represents an increase compared to the percentage of 11.4% recorded year end 2019/20.

41% of uniformed posts are Crew Manager or above. 24% of BAME staff hold a position of Crew Commander or above, compared to 44% of white staff.


See PI17 for further information on recruitment year to date.

PI 18		<p>The average number of working days/shifts lost due to sickness – all staff Target: 7.4 (7.1 – 7.7) Actual to date: 6.34 Over performance against the tolerance levels</p>
<p>An average of 1.33 working days/shifts per person were lost due to sickness during quarter four, below the quarterly target of 1.86 and below the lower tolerance levels.</p> <p>An average of 6.34 working days/shifts per person were lost due to sickness year to date, below the target of 7.4 days. A 21% reduction in sickness has been observed compared to the same period in 2019/20. When Covid sickness is included, the same amount of sickness was recorded for 2020/21 as per 2019/20.</p>		
PI 19		<p>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 7.17 (6.82 – 7.52) Actual to date: 6.57 Over performance against the tolerance levels</p>
<p>An average of 1.45 working days/shifts per person were lost due to sickness during quarter four, below the quarterly target of 1.74 and below the lower tolerance level.</p> <p>For the year 2020/21, Uniformed and Fire Control sickness reduced by 15%. However, when Covid sickness is included there was a 7% increase.</p>		
PI 20		<p>The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 8.2 (7.79 – 8.61) Actual: 5.54 Over performance against the tolerance levels</p>
<p>An average of 0.90 working days/shifts per person were lost due to sickness during quarter four, below the quarterly target of 2.30 and below the lower tolerance level.</p> <p>For the year 2020/21 there was a 38% reduction in non-uniformed sickness. However, when Covid sickness is included there was a 21% reduction.</p>		


Health, Safety and Wellbeing, and Finance and Resources

<p>PI 21</p>		<p>The total number of injuries Target YTD: 128 (122 – 140) Actual to date: 119 Over performance against the tolerance levels</p>
<p>There were 31 injury reports received for quarter four against a quarterly target of 32. 119 injury reports have been recorded year to date compared to a combined target of 128.</p> <p>There has been a slight increase in injuries across the Service in Q4 compared to Q3, although the number recorded remains comparable to the number of injuries recorded in Q1 and Q2. When compared to the number recorded in 2019/20, it is worth noting that the number of injuries represents a significant decrease on the previous year (119 compared to 148). This may be, in part, due to changes in activity level (COVID).</p> <p>The Health, Safety and Wellbeing Team continually monitor all injury reports and there now appears to be a trend occurring in relation to manual handling injuries. This has been identified and the Health, Safety and Wellbeing Team are working with an external consultant to scope out a project to combat this.</p> <p>There were 6 noise reports, all of which were for the same incident (alarms sounding).</p>		
<p>PI 22</p>		<p>The total number of RIDDOR injuries Target YTD: 14 (13 – 15) Actual to date: 21 Under performance against the tolerance levels</p>
<p>There were four RIDDOR reports during Q4 and this is a reduction on Q3 (seven reports) and the 2019/20 Q4 (six reports).</p> <p>There were 21 RIDDOR reports during 2020/21, above the target of 14 and above the upper tolerance level.</p> <p>No significant trends have been identified with the command reporting the event or the activity being undertaken but it is worth highlighting that three involved handling equipment, premises, or people in some way.</p> <p>There were reports for Black Country North (bicep tear, two injuries in two days with one aggravating the other, opening door and stone had stuck in the track, FREC training and carrying out Heimlich manoeuvre), Birmingham North (back strain, ladder training), Coventry and Solihull (removing Holmatro and assisting ambulance crews</p>		


with lifting a person) and OLPD (pallets fell from a forklift truck). One was during a special service call, one during routine activity, one was involving support staff and one occurred during operational training. Accident investigations have taken place with suitable learning being identified.

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

PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 9414188MWh (8472770 – 9884897) Actual to date: 8052707MWh Over performance against the tolerance levels
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Actual usage continued to fall below target. Covid will have had an impact as occupancy levels and heating/gas usage requirements would have been less as a result. New boilers installed on some stations meaning improved emissions and usage which will have an effect. Performance is below the lower tolerance level with no areas of concern to date.

PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 4850270MWh (4365243 – 5092783) Actual to date: 3771796MWh Over performance against the tolerance levels
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Actual usage continued to fall below target. Covid will have had an impact as occupancy levels and electricity usage requirements would have been less as a result. Continual planned works of station re-wires, upgrading lighting to LED will also have a lasting effect as services become more efficient. Performance is below the lower tolerance level with no areas of concern to date.