


Performance Indicator Performance – Quarter One 2018/19

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:




- The most serious emergency incidents will be attended, on average, within five minutes to save life, protect homes and businesses, and keep our transport networks moving
- Our commitment to operational excellence will reduce risk to life and property and enable an assertive, effective and safe emergency response to all incidents whilst supporting firefighter safety
- At all incidents we attend we will lead and co-ordinate rescue operations whilst working collaboratively with other agencies to deliver an excellent response and meet public expectations
- We will enhance resilience and deliver a local, national and international response to major incidents, emerging threats, and humanitarian situations through our specialist response teams

PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 43 seconds Over performance against the tolerance levels
		<p>The median attendance time to high-risk (Cat 1) incidents in quarter two was 4 minutes 43 seconds, the same as the previous quarter and a four second increase compared to the same quarter in 2017/18.</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 22 seconds (target is under 7 minutes)• Category 3: 4 minutes 55 seconds (target is under 10 minutes)• Category 4: 6 minutes 53 seconds (target is under 20 minutes)

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 the risks faced by the most vulnerable people in our communities
- 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, 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
- The safety, health and well-being of the most vulnerable people in our communities will improve through our interventions delivered to tackle the effects of an increasing demand on health and social care services

PI 2		The number of accidental dwelling fires Forecast YTD: 781 (696 – 844) Actual to date: 831 Performance is within the tolerance levels
<p>There were 379 accidental dwelling fires in quarter two, 3.1% below target for the quarter, although 6.3% above target year to date. The number of incidents in quarter two was the lowest since quarter one in 2016.</p>		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 30 (21 – 38) Actual to date: 18 Over performance against the tolerance levels
<p>There were 10 injuries as a result of accidental dwelling fires in quarter two, five below target and below the lower tolerance level.</p> <p>Five injuries occurred within the Birmingham Command, three occurred within Black Country South, and one injury occurred in Black Country North and Coventry and Solihull Commands.</p> <p>Six of the incidents were located within the kitchen, of which five were due to cooking appliances (the remaining incident was fuel or chemical related). The cause of injuries varied with the majority being caused by the casualty attempting to fight the fire.</p>		
PI 4		The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 3

There was one fatality due to Accidental Dwelling Fires during quarter two.

The incident occurred within the Black Country South Command Area. The individual was over 65 years old. Cause of the fire had been attributed to an overloaded extension lead.

PI 5



The percentage of Safe and Well visits referred by our partners

Forecast YTD: 55% (55% - 57.5%)

Actual to date: 49.9%

Performance is below the tolerance levels

The percentage of Safe and Well visits referred by our partners during quarter one was 49.9%, below the target of 55%.

Monthly breakdown:

July – 51.6%

August – 49.9%

September – 48.0%

PI 6



The number of Safe & Well points achieved by the Brigade

Forecast YTD: 150,000

Actual to date: 167,381

Over performance against the tolerance levels


167,381 Safe & Well points were achieved during quarter two, over 17000 points above the target year to date. 81,576 points were achieved during quarter two, more than 6500 points above the quarterly target.

During August the new Tymly system was introduced in the Black Country South Command Area. 556 visits were completed using the system. Tymly uses an updated risk model and does not record Safe and Well points. If it was assumed that these visits accrued the average number of Safe and Well points for the command during the quarter, these visits would have added 4869 points to the quarterly total.

Breakdown of the total number of Safe & Well (S&W) for quarter two:

	July	August	September
Total S&W visits:	3350	3648	3682
Total S&W per appliance per day:	1.86	2.03	2.12
Total S&W points*:	27838	27823	25867


*Please note that the figures quoted in the table may not tally 100% with the quarterly figure due to delays in the data systems. Visits recorded on Tymly are not included within these figures.

PI 7		The number of people killed or seriously injured (KSI) in road traffic collisions Forecast YTD: Not applicable Actual to date: 226 (not up to date)
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Delays continue in the provision of figures for this performance indicator (data has been received up to August). At the time of writing, figures indicate 226 people killed or seriously injured in road traffic collisions year to date, 171 during quarter one, and 55 in quarter two.

Quarter one 2018/19 data indicates a significant reduction compared to previous months with a decrease of 8.1% compared to quarter four 2017/18 and reduction 42.4% when compared to quarter three 2017/18.


There were a total of 52 serious injuries and three fatalities during July 2018.

PI 8		The number of deliberate fires in dwellings Forecast YTD: 101 (79 – 119) Actual to date: 127 Under performance against the tolerance levels
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The number of deliberate fires in dwellings were above target for both the year and the quarter.




Quarter two experienced the highest number of incidents in a quarter (66 incidents) since quarter two 2013/14 (70).

41% of incidents during the quarter occurred in July 2018 (27 incidents).

PI 9		The number of deliberate fires in non-domestic premises Forecast YTD: 97 (76 – 114) Actual to date: 75 Over performance against the tolerance levels
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The number of deliberate fires in non-domestic premises were eight incidents below target for the quarter and 22.4% below target year to date.



August was the only month during the quarter where the combined total of incidents across all command areas was above target (and then, only by three incidents).

PI 10		The number of deliberate vehicle fires Forecast YTD: 449 (351 – 526) Actual to date: 411 Performance is within the tolerance levels
<p>Deliberate vehicle fires have increased slightly for quarter two when compared to the previous two quarters. However, the number of incidents remains comfortably within the tolerance levels. July was the only month where the number of incidents was above target, and then only by six incidents.</p>		
PI 11		The number of deliberate rubbish fires Forecast YTD: 1165 (1037 – 1259) Actual to date: 875 Over performance against the tolerance levels
<p>459 incidents occurred during quarter two, representing an increase compared to the previous quarter but remaining below the lower tolerance level. However, quarter two represented a 15.9% decrease (88 incidents) compared to the same period in 2017/18. There 208 incidents during July, the highest number of incidents in any given month for the financial year.</p> <p>44.4% of incidents involved 'loose refuse / rubbish', followed by 'Rubbish bin / small refuse container outside' accounting for 21.6%.</p>		
PI 12		The number of deliberate fires in derelict buildings Forecast YTD: 89 (70 – 105) Actual to date: 69 Over performance against the tolerance levels
<p>The number of deliberate fires in derelict buildings decreased during quarter two by almost 40% compared to the previous quarter and 35% compared to quarter two 2017/18.</p> <p>Although the number of incidents have reduced, incidents in the Birmingham Command Area were above the upper tolerance level for the quarter. All other command areas were within the tolerance levels.</p>		




Protection




Our protection priorities focus on creating stronger businesses and safer communities. We will ensure:


- High risk buildings including residential high rise, are assessed to ensure public safety and provide reassurance from the risks of fire
- Businesses become safer from fire through interaction with our people delivering integrated prevention, protection and response services
- Enhance economic growth by providing clear advice and flexible support in collaboration with other regulators and partner agencies
- Utilise an evidence-based approach to risk reduction to enable effective engagement with the most vulnerable businesses and members of the community
- Reduce the impact of Automatic Fire Alarms, to minimise unnecessary disruption and costs to businesses, other organisations and our communities

PI 13		The number of accidental fires in non-domestic premises Forecast YTD: 208 (163 – 244) Actual to date: 224 Performance is within the tolerance levels
<p>There were 100 accidental fires in non-domestic premises during quarter two, 5.5% below the quarterly target. The number of incidents during August and September were below the monthly targets.</p>		
PI 14	 Fire alarm	The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Forecast YTD: 2747 (2445 – 2967) Actual to date: 3071 Under performance against the tolerance levels
<p>There were 1649 false alarm calls due to fire alarm equipment in dwellings and non-domestic premises during quarter two, representing the highest number of incidents in a given quarter since quarter three 2014/15.</p> <p>There had been an increase in dwelling properties during quarter two with almost 110 more incidents at this property type compared to the start of the financial year. Other residential buildings (not dwelling) such as nursing homes and student accommodation, have also seen a 62.5% increase in incidents when comparing September to April 2018. Incidents at health premises had also increased slightly by 6.1% compared to quarter one.</p>		


People Support Services





PI 15		<p>The percentage of employees that have disclosed their disabled status Target: 100% (90% - 100%) Actual to date: 93.9% Performance is within the tolerance levels</p>
<p>The percentage of employees disclosing their disability status has remained relatively constant with a slight rise compared to previous periods, to 93.9%.</p>		
PI 16		<p>The number of female uniformed staff Target: 104 (93 – 115) Actual to date: 103 Performance is within the tolerance levels</p>
<p>The number of female uniformed staff has increased to 104.</p> <p>38 firefighters have been employed during the first two quarters of 2018/19, 14 (37%) of which are women. The Service has set a target of 40% for the year and remains confident that the target will be met. A training course comprising 16 new starters is due to commence in October. 11 (69%) of the new starters are female which would result in the overall number of new starters to 54, 28 (46) of whom will be women.</p> <p>40% of uniformed posts are crew commander or above. 25% of female staff in uniformed positions hold the role of crew commander or above. When considering non-uniformed staff, 59% of posts are above a grade eight; 47% of female non-uniformed staff are in a post above a grade eight. This is a 3% increase compared to quarter one.</p>		
PI 17		<p>The percentage of all staff from BME communities Target: 11.3% (10.7% – 12.5%) Actual to date: 11.2% Performance is within the tolerance levels</p>
<p>The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time with a slight increase to 11.2% in quarter two (10.9% in quarter one).</p> <p>Staff from BME communities account for 9.8% of uniformed posts, 17.3% of non-uniformed posts, and 1.5% of Fire Control posts.</p> <p>When considering the ethnicity profile of crew commanders and above, 28% of BME uniformed staff hold a management position. When considering non-uniformed staff, 59% of posts are above a grade eight; 59% of BME non-uniformed staff are in a post above a grade eight.</p>		

PI 17a		The percentage of uniformed staff from BME communities Target: 9.9% (8.9% – 10.9%) Actual to date: 9.8% Performance is within the tolerance levels
<p>9.4% of uniformed staff are from Black and Minority Ethnic (BME) communities (just below target).</p> <p>28% of uniformed BME staff are in a management position (Crew Commander and above).</p> <p>Of the new firefighters recruited during quarters one and two, 12 (32%) were from BME backgrounds. The overall target of 35% has been set for the year and although the year to date figure is slightly below this, the Service is confident that the target will be met. A training course comprising 16 new starters is due to commence in October. Three (19%) of the new starters are from a BME background which would result in the overall number of new starters increasing to 54, 15 (28%) of whom will be BME.</p>		
PI 18		The average number of working days/shifts lost due to sickness – all staff Target: 1.72 (1.38 – 2.10) Actual to date: 2.12 Under performance against the tolerance levels
<p>An average of 2.12 working days/shifts per person were lost due to sickness during quarter two, above target and above the upper tolerance levels. The figure represents an 18.8% increase compared to the same period in 2017/18.</p>		
PI 19		The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 1.65 (1.32 – 1.98) Actual to date: 1.96 Performance is within the tolerance levels
<p>An average of 1.96 working days/shifts per person were lost due to sickness during quarter two. This was above the target although within the tolerance levels. The figure represents a 15.1% increase compared to the same period in 2017/18.</p> <p>24% of Uniformed sickness episodes had no absence reason recorded.</p> <p>16% of Uniformed back to work interviews had not been recorded on HRMS.</p> <p>The top 5 causes of sickness are:</p> <ul style="list-style-type: none"> • Mental health • Gastrointestinal • Joint problems • Post - Operative 		

<ul style="list-style-type: none"> Musculoskeletal – back <p>829 days were lost through restricted duties during the period, compared to 917 days during the same period last year.</p>		
PI 20		The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 1.93 (1.55 – 2.32) Actual: 2.65 Under performance against the tolerance levels
<p>An average of 4.16 working days/shifts per person were lost due to sickness during quarters one and two. This was above the target and the upper tolerance level. The figure represents a 31.6% increase compared to the same period in 2017/18.</p> <p>22% of non-uniformed sickness episodes have no absence reason recorded.</p> <p>35% of non-uniformed back to work interviews have not been recorded on HRMS.</p> <p>It is not able to report the top 5 causes of sickness as they may identify individuals.</p> <p>Four members of staff were on restricted duties (same as per the last three quarters).</p>		

Safety, Health and Environment

PI 21		The total number of injuries Forecast YTD: 63 (56 – 67) Actual to date: 71 Under performance against the tolerance levels
<p>There were 32 injuries during quarter two, seven fewer than in quarter one. 27 reports out of 71 (39%) were incident related. Slips, trips and falls remained the main cause (resulting in 20 injuries, out of 71 injuries).</p> <p>There were 157 near hit reports during quarters one and two, a 30% increase compared to the same period in the previous year. The main items being reported were:</p> <ul style="list-style-type: none"> Satnavs – 25 Dust at Hay Mills – 23 Wigwags – 10 (9 at Dudley) Mobile Data Terminals – 7 Breathing Apparatus communications – 5 <p>There were 39 violence near hit reports during the quarter, 84 reports in total since the start of the financial year. 81 of the 84 reports were incident related, 64 reports involved verbal abuse. There were no significant trends by location.</p>		

PI 22		The total number of RIDDOR injuries Forecast YTD: 7.5 (6.8 – 7.9) Actual to date: 7.0 Performance is within the tolerance levels
<p>There were three RIDDOR reports during quarter two. The three incidents were spread across one at an incident, one experienced by a uniformed member of staff dismounting an appliance, and one experienced by a member of support staff whilst undertaking their duties.</p> <p>Note: RIDDOR refers to the ‘Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Further information is available via the Health and Safety Executive website.</p>		
PI 23		To reduce the Fire Authority’s carbon emissions Forecast YTD: N/A Actual to date: N/A
Performance indicator is reported annually.		
PI 24		To reduce gas use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
Performance indicator is reported annually.		
PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
Performance indicator is reported annually.		