

APPENDIX 1

Performance Indicator Performance – Quarter Three 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.


PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 48 seconds Over performance against the tolerance levels
<p>The median attendance time to high-risk (Cat 1) incidents in quarter three was 4 minutes 48 seconds, an increase of 10 seconds compared to the previous quarter. The year to date median attendance time was 4 minutes 44 seconds.</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 37 seconds (target is under 7 minutes)• Category 3: 5 minutes 09 seconds (target is under 10 minutes)• Category 4: 6 minutes 36 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.

<p>PI 2</p>		<p>The number of accidental dwelling fires Forecast YTD: 1191 (1096 – 1251) Actual to date: 1214 Performance is within the tolerance levels</p>
<p>There were 431 accidental dwelling fires in quarter three which was higher than the previous two quarters, and eight above target. However, the figure is slightly lower than the number of incidents for the same period in 2016/17. Over half of all incidents started in the kitchen.</p>		
<p>PI 3</p>		<p>Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 45 (35 – 54) Actual to date: 36 Performance is within the tolerance levels</p>
<p>There were seven injuries as a result of accidental dwelling fires in quarter three, compared to a quarterly target of 15. The number of injuries is low despite the number of accidental dwelling fires being relatively normal.</p> <p>Four of the fires were caused by cooking, two by electricity supply, and one was smoking related. Of the seven injuries, two were due to immobility, and three as a result of fighting the fire. There were no multiple injury incidents.</p>		
<p>PI 4</p>		<p>The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 6</p>
<p>There were two fatalities at Accidental Dwelling Fires in quarter three, one in Dudley and one in Sandwell. Both fires had started in the living room. To date, there have now been two fatalities per quarter.</p>		

PI 5		<p>The percentage of Safe and Well visits referred by our partners Forecast YTD: 50% (50% - 52.5%) Actual to date: 47.2% Under performance against the tolerance levels</p>
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At the end of quarter two the figure for the percentage of Safe & Well visits referred from partner agencies stood at 52.4% (compared with 34.4% in quarter one 2017/18). This has increased to 54.5% in quarter three, resulting in the year to date figure rising to 47.2%.

The positive upturn during quarter two has continued in quarter three with the figure for October being the highest ever at 55.8%. This quarter has also been the first where all three months have been above the 50% target. This continued improvement reflects that the joint working, reported in quarter two, between operational crews, the partnerships team and Fire Control continues to be effective and is being embedded.

PI 6		<p>The number of Safe & Well points achieved by the Brigade Forecast YTD: 206,250 Actual to date: 186,259 Under performance against the tolerance levels</p>
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63,313 Safe & Well points were achieved during quarter three, a slight decrease compared to quarter two (66,437), and below the quarterly target of 68,750. However, the figures for the quarter were impacted upon by a decrease in the number of visits completed during December (as is observed every year). During the same period both the average points per visit and the percentage referred by our partners remained consistent.




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

	Oct	Nov	Dec
Total S&W visits:	2568	2725	2043
Total S&W per appliance per day:	1.38	1.51	1.10
Total S&W points:	22032	23446	17835

The average number of points per visit remained consistent at 8.5.

The target for the year is 275,000 points. At the end of quarter three, the number of points was approximately 20,000 below target for year to date compared to quarter two which was approximately 15,000 below.

<p>PI 7</p>		<p>The number of people killed or seriously injured (KSI) in road traffic collisions Forecast YTD: Not applicable Actual to date: 606 (not up to date)</p>
<p>Delays continue in the provision of figures for this performance indicator. At the time of writing, the figure for 2017/18 was 606 (which remains below the 2016/17 figure).</p> <p>There was an increase in quarter two compared to quarter one; 223 and 245 respectively. However, it is similar to the quarter two increases of 2014/15 and 2015/16 (last year's quarter one and two figures were fairly similar).</p> <p>There were eight fatalities in quarter one, which is lower than in previous years; and there were 14 in quarter two which is similar to previous years. Five fatalities have been recorded so far in quarter three, however it is still too early for this figure to be final (the last road traffic collision in the data occurred on 7th December 2017, so there is at least a month of data not available yet).</p> <p>There have been no fatality recorded in Wolverhampton since 2016.</p> <p>There were 215 serious injuries in quarter one and 231 in quarter two. In comparison, there were 275 and 267 respectively during 2016/17.</p>		
<p>PI 8</p>		<p>The number of arson fires in dwellings Forecast YTD: 145 (121 – 160) Actual to date: 172 Under performance against the tolerance levels</p>
<p>The number of arson fires in dwellings remains above target. However, overall performance continues to show signs of improvement, with performance broadly consistent with previous quarters (currently 18% above the quarterly target). December proved to be the exception with just eight incidents, the lowest number in a single month for 20 years.</p>		
<p>PI 9</p>		<p>The number of arson fires in non-domestic premises Forecast YTD: 124 (103 – 137) Actual to date: 154 Under performance against the tolerance levels</p>
<p>The number of incidents decreased this quarter from 54 to 42 which is also lower than the same period in 2016/17 (57) but remains above the quarterly target (38). 19 incidents were in the Birmingham North Command with the other incidents largely spread around the other commands. By comparison, Birmingham South Command experienced seven incidents. The higher number if Birmingham North can be largely explained by the number of deliberate fires occurring in HMP Birmingham (accounting for 10 of the 19 incidents).</p>		



PI 10		<p>The number of arson vehicle fires Forecast YTD: 678 (571 – 755) Actual to date: 682 Performance is within the tolerance levels</p>
<p>Arson vehicle fires continue to be within the tolerance level, with 215 incidents during quarter three (nine below the quarterly target).</p>		
PI 11		<p>The number of arson rubbish fires Forecast YTD: 1570 (1443 – 1647) Actual to date: 1690 Under performance against the tolerance levels</p>
<p>At 457 incidents, and in line with seasonal trends, the figure for quarter three was the lowest so far this year although remained slightly above the target of 440.</p>		
PI 12		<p>The number of arson fires in derelict buildings Forecast YTD: 120 (100 – 132) Actual to date: 118 Performance is within the tolerance levels</p>
<p>The number of arson fires in derelict buildings remains within the tolerance levels although is slightly above target for the quarter (34 incidents against a target of 28). The number of incidents have reduced significantly from 22 in October through nine in November to three in December.</p>		

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.

<p>PI 13</p>		<p>The number of accidental fires in non-domestic premises Forecast YTD: 316 (264 – 349) Actual to date: 308 Performance is within the tolerance levels</p>
<p>The number of accidental fires in non-domestic premises are 2.4% below target for the year to date. The number of incidents during quarter three were slightly above the quarterly target (109 incidents compared to a target of 102). Shops, factories, restaurants and places of education make up the bulk of property types affected.</p>		
<p>PI 14</p>		<p>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Forecast YTD: 4247 (3906 – 4458) Actual to date: 4142 Performance is within the tolerance levels</p>
<p>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises are below target and within the tolerance levels for the year to date.</p>		

People Support Services


<p>PI 15</p>		<p>The percentage of employees that have disclosed their disabled status Target: 100% (90% - 100%) Actual to date: 93.5% Performance is within the tolerance levels</p>
<p>The percentage of employees disclosing their disability status has remained relatively constant with a slight rise to 93.5% during quarter three. Declaration rates are similar across all categories of staff. 4% of staff have declared that they a disability, equating to 2.9% of uniformed employees and 6.6% of non-uniformed and Fire Control staff.</p>		
<p>PI 16</p>		<p>The number of female uniformed staff Target: 75 (67.5 – 82.5) Actual to date: 75 Performance is within the tolerance levels</p>
<p>The number of female uniformed staff has remained 75 (there were no new starters or leavers during the quarter).</p> <p>40% of uniformed posts are management roles (Crew Commander and above). 32% of female uniformed staff are in management roles compared to 41% of male uniformed staff.</p> <p>Positive action activity for new entrant firefighters continues and recruitment activity was opened in October 2017, which included taster days and fitness sessions specifically targeted at women. The candidate nurturing approach has had a significant impact on the success rates of female candidates and of the initial 19 people identified for employment, nine (48%) are women (commencing their initial firefighter development in January 2018).</p>		
<p>PI 17</p>		<p>The percentage of all staff from BME communities Target: 10.0% (9.0% – 11.0%) Actual to date: 10.2% Performance is within the tolerance levels</p>
<p>The percentage of all staff from black and ethnic minority (BME) communities across the organisation is 10.2%.</p> <p>8.9% of uniformed staff and 14.8% of non-uniformed staff and Fire Control staff describe themselves as being from a BME background.</p> <p>Positive action activity for new entrant firefighters continues and recruitment activity was opened in October 2017, which included taster days and fitness sessions specifically targeted at BME communities. The candidate nurturing approach has had a significant impact on the success rates of candidates from a BME background and</p>		

of the initial 19 people identified for employment, six (31%) are from a BME background (commencing their initial firefighter development in January 2018).

PI 17a		<p>The percentage of uniformed staff from BME communities Target: 8.6% (7.4% – 9.4%) Actual to date: 8.9% Performance is within the tolerance levels</p>
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8.9% of uniformed staff are from Black and Minority Ethnic (BME) communities (just above target).

29% of uniformed BME staff are in a management position (Crew Commander and above) compared to 42% of white uniformed staff.

PI 18		<p>The average number of working days/shifts lost due to sickness – all staff Target: 3.97 (3.17 – 4.76) Actual to date: 4.78 Under performance against the tolerance levels</p>
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An average of 4.78 days/shifts per person were lost due to sickness year to date (April to December 2017). Although higher than the target of 3.97, performance represents an 8.1% decrease compared to the same period in 2016/17.

1.64 days/shifts per person were lost due to sickness during quarter three, although higher than the quarterly target was within the tolerance levels.

PI 19		<p>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 4.07 (3.25 – 4.89) Actual to date: 4.89 Performance is within the tolerance levels</p>
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An average of 4.89 days/shifts per person were lost due to sickness for the period April to December 2017. Although higher than the target of 4.07, performance is just within the tolerance levels, and represents a 6.7% decrease compared to the same period in 2016/17.

1.82 days/shifts per person were lost due to sickness during quarter three, above the target (1.42) and the upper tolerance level for the quarter.

7% of Uniformed sickness episodes have no absence reason recorded (16% in quarter two).


9% of Uniformed back to work interviews have not been recorded on HRMS (27% in quarter two).

The top 5 causes of sickness are:

- Post-Operative
- Mental Health - Stress
- Musculoskeletal - Back
- Musculoskeletal - Joint Problems
- Gastrointestinal

Long term sickness accounted for 55% of all Uniformed sickness (63% in quarter two).

47 members of staff are on restricted duties. Although an increase of 10 compared to quarter two 17/18, the number of duty days lost has remained the same.

PI 20		The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 3.67 (2.93 – 4.40) Actual: 4.42 Under performance against the tolerance levels
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An average of 4.42 days/shifts per person were lost due to sickness for the period April to December 2017. Although higher than the target of 3.67, performance represents a 12.8% decrease compared to the same period in 2016/17.

1.07 days/shifts were lost due to sickness during quarter three, below the quarterly target of 1.28).

23% of non-uniformed sickness episodes have no absence reason recorded.

26% of non-uniformed back to work interviews have not been recorded on HRMS.





The top 5 causes of sickness are:


- Post-Operative
- Musculoskeletal - Joint Problems
- Mental Health - Stress
- Senses - Vision
- Mental Health - Bereavement

Long term sickness accounted for 56% of all non-uniformed sickness (61% during quarter two).

Four members of staff were on restricted duties (a reduction of three).

Safety, Health and Environment

PI 21		The total number of injuries Forecast YTD: 98 (89 – 107) Actual to date: 93 Performance is within the tolerance levels
<p>There were 24 injuries during quarter three which was the lowest quarter for 2017/18 (previous quarters recorded 33 and 36 injuries respectively).</p> <p>Slips, trips and falls are the largest cause of injury across the three quarters to date accounting for 19 accident reports.</p> <p>36% of injury reports are incident related, 64% non-incident related.</p> <p>61 near hits were reported during quarter three. There has been a 30% increase in reporting observed during 2017/18.</p> <p>43 violence reports were made during the quarter and reporting is up 33% across the three quarters. The majority of reports remain verbal abuse (75 out of 114 reports). Missile throwing is the second biggest cause (18 reports).</p>		
PI 22		The total number of RIDDOR injuries Forecast YTD: 13.5 (12.0 – 14.0) Actual to date: 8.0 Over performance against the tolerance levels
<p>There were two RIDDOR reports during quarter three. One injury was incident related, the other support staff related. Both reports were made during November with no reports recorded in October or December.</p>		
PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: N/A Actual to date: N/A
<p>Performance indicator is reported on annually at the end of year.</p>		
PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 6175MWh (5557 – 6793) Actual to date: 5764MWh Performance is within the tolerance levels
<p>Slight increase in usage compared to previous quarters, which can be attributed to seasonal trends. Performance is within the tolerance levels for the quarter and for the year to date.</p>		

PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 3883MWh (3495 – 4271) Actual to date: 2900MWh Over performance against the tolerance levels
<p>Slight increase in usage compared to previous quarters, which can be attributed to seasonal trends. This has resulted in the quarterly performance being within the tolerance levels although remaining below target.</p>		