

**APPENDIX 1**

**Performance Indicator Performance – Quarter Four 2017/18**

<b>Key:</b>	
<b>Blue</b>	<b>Over performance against the tolerance levels</b>
<b>Green</b>	<b>Performance is within the tolerance levels</b>
<b>Red</b>	<b>Under performance against the tolerance levels</b>

**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.

<b>PI 1</b>		<b>The Risk Based Attendance Standard</b> Target: under 5 minutes Actual: 4 minutes 53 seconds (Q4) 4 minutes 46 seconds (YTD) <b>Over performance against the tolerance levels</b>
<p>The median attendance time to high-risk (Cat 1) incidents in quarter four was 4 minutes 53 seconds, an increase of five seconds compared to the previous quarter and a three second increase compared to the same quarter in 2016/17. The year to date median attendance time was 4 minutes 46 seconds.</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: 5 minutes 01 seconds (target is under 10 minutes)</li><li>• Category 4: 6 minutes 38 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.

<p><b>PI 2</b></p>		<p><b>The number of accidental dwelling fires</b>  Forecast YTD: 1583 (1504 – 1614)  Actual to date: 1631  <b>Under performance against the tolerance levels</b></p>
<p>There were 404 accidental dwelling fires in quarter four, 12 above target, although the third lowest quarter during 2017/18. The end of year figure of 1631 incidents were 48 incidents (3%) over target. Although this is an increase on 2016/17 (1592 incidents) it is the second lowest annual figure since our records began in 1998/99.</p>		
<p><b>PI 3</b></p>		<p><b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b>  Forecast YTD: 62 (50 – 67)  Actual to date: 51  <b>Performance is within the tolerance levels</b></p>
<p>There were thirteen injuries as a result of accidental dwelling fires in quarter four, compared to a quarterly target of 17.</p> <p>The year-end figure of 51 is 17.7% below target, 14 fewer than 2016/17, and the lowest number since our records began in 2009/10.</p> <p>62.7% of casualties were male. 37.3% of casualties were aged 35 to 54, and 21.6% were aged over 75.</p> <p>Cooking appliances and smoking were the most likely sources of ignition, accounting for 41.2% and 21.6% of injuries respectively.</p> <p>A third of injuries were caused fighting or attempting to fight the fire. 17.6% of injuries were due to immobility.</p>		
<p><b>PI 4</b></p>		<p><b>The number of deaths from accidental dwelling fires</b>  Forecast YTD: N/A  Actual to date: 9</p>

There were two fatalities at Accidental Dwelling Fires in quarter four.

Of the nine fatalities during 2017/18, smoking related fires accounted for a third (although accounting for just 8.5% of all accidental dwelling fires). Two fatalities were due to fires where a cooking appliance was a source of ignition, two were due to electricity supply, one due to a heater, and due to matches.

Four of the fatalities were aged over 80, five were aged between 40 and 60. Five were male and four were female.

<b>PI 5</b>		<b>The percentage of Safe and Well visits referred by our partners</b> Forecast YTD: 50% (50% - 52.5%) Actual to date: 50.3% <b>Performance is within the tolerance levels</b>
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The percentage of Safe and Well visits referred by our partners during quarter four was 50.8%. The year to date figure increased from 47.1% to 50.3%. Performance had improved following quarter one (35.9%) with performance during the remaining three quarters all above the 50% target (50.2%, 54.6% and 50.8% respectively).

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.

<b>PI 6</b>		<b>The number of Safe &amp; Well points achieved by the Brigade</b> Forecast YTD: 275,000 Actual to date: 270,395 <b>Under performance against the tolerance levels</b>
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84,516 Safe & Well points were achieved during quarter four, an increase compared to quarter three (63,523), and 15,766 above the quarterly target, representing the highest number of points for any quarter in 2017/18 and the only quarter to exceed the quarterly target of 68,750.

270,395 Safe & Well points were achieved during 2017/18, 4605 points below the target for the year (approximately 98.5% achieved). In comparison, the figures were 20,000 points below target at the end of quarter three.

31,575 Safe & Well visits were carried out during 2017/18. This is the highest number of visits in one year since the Service started delivering Home Safety Checks and Safe & Wells.

The average number of points per visit remained consistent at 8.6.

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

	Jan	Feb	Mar
Total S&W visits:	2952	3352	3311
Total S&W per appliance per day:	1.59	2.00	1.78
Total S&W points*:	26457	28900	29049

\*Please note that the figures quoted in the table may not tally 100% with end of year figures due to delays in the data systems.

<b>PI 7</b>		<p><b>The number of people killed or seriously injured (KSI) in road traffic collisions</b></p> <p>Forecast YTD: Not applicable</p> <p>Actual to date: 726 (not up to date)</p>
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Delays continue in the provision of figures for this performance indicator. At the time of writing, the figure for 2017/18 was 726.

Latest figures suggest a quarter on quarter increase for 2017/18, compared to the opposite trend during 2016/17.

The latest update indicates there were 212 people killed or seriously injured in quarter one (9 killed and 203 seriously injured), 245 in quarter two (15 and 230), and 269 in quarter three (11 and 258).

The number of serious injuries seemed to be on a descending trend after peaking in May 2016, until August 2017 when they started increasing again. Numbers fell again in December 2017, however the figures are not final yet and there is a possibility this will increase.

In November there were 19 people seriously injured in road traffic collisions in Sandwell, the highest monthly figure for the borough in at least 4 years.

<b>PI 8</b>		<p><b>The number of arson fires in dwellings</b></p> <p>Forecast YTD: 190 (169 – 196)</p> <p>Actual to date: 220</p> <p><b>Under performance against the tolerance levels</b></p>
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The number of arson fires in dwellings remains above target. However, overall performance continues to show signs of improvement, and quarter four was within the tolerance levels (45 incidents against a target of 44). The end of year figure was approximately 16.6% (30 incidents) over target.

## Protection

<b>PI 9</b>		<p><b>The number of arson fires in non-domestic premises</b>  Forecast YTD: 158 (143 – 165)  Actual to date: 202  <b>Under performance against the tolerance levels</b></p>
<p>There were 44 incidents during quarter four, more than the quarterly target of 35. 202 incidents during 2017/18 represents 27.5% above target at the end of the year.</p> <p>In Birmingham North, 57 of the 95 incidents (60.0%) were at HMP Birmingham, which is the same number as 2016/17. Quarter one was the highest with 15 incidents, there were 14 in quarter two, and then nine in quarters three and four. Birmingham South experienced 31 incidents, nine over target.</p>		
<b>PI 10</b>		<p><b>The number of arson vehicle fires</b>  Forecast YTD: 904 (816 – 951)  Actual to date: 867  <b>Performance is within the tolerance levels</b></p>
<p>There were 182 incidents during quarter four (below the target of 226). The number of arson vehicle fires remains within the tolerance levels as it had done throughout 2017/18, with the year-end figure 4.1% below target, and 5% below the 2016/17 figure. However, it is the second highest number of incidents in seven years.</p>		
<b>PI 11</b>		<p><b>The number of arson rubbish fires</b>  Forecast YTD: 1908 (1814 – 1946)  Actual to date: 1924  <b>Performance is within the tolerance levels</b></p>
<p>There were 256 incidents during quarter four compared to a target of 339. The number of arson rubbish fires year-end figure of 1924 was just 0.8% above target. This was mainly due to the very low number in March (72 against a target of 152) which was related to the wet and wintry weather experienced at that time.</p>		
<b>PI 12</b>		<p><b>The number of arson fires in derelict buildings</b>  Forecast YTD: 145 (130 – 151)  Actual to date: 132  <b>Performance is within the tolerance levels</b></p>
<p>There were 14 incidents during quarter four, below the target of 26. It was a relatively low number of incidents compared to previous quarters (44, 40 and 34 respectively).</p> <p>The number of arson fires in derelict buildings has remained within the tolerance levels for most of 2017/18 and the year-end figure represents 9.2% below target.</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 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><b>PI 13</b></p>		<p><b>The number of accidental fires in non-domestic premises</b>  Forecast YTD: 426 (383 – 447)  Actual to date: 437  <b>Performance is within the tolerance levels</b></p>
<p>There were 129 incidents during quarter four, above the target of 111 but within the tolerance levels for the quarter.</p> <p>The year-end figure of 437 accidental fires in non-domestic premises equates to just 2.5% over the target and remains within the tolerance levels for 2017/18 as it had done all year.</p>		
<p><b>PI 14</b></p>		<p><b>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises</b>  Forecast YTD: 5457 (5184 – 5565)  Actual to date: 5408  <b>Performance is within the tolerance levels</b></p>
<p>There were 1266 incidents during quarter four, slightly above the quarterly target of 1210 although remaining within the tolerance levels as per each quarter during 2017/18.</p> <p>The year-end figure of 5408 is 0.9% below target and the year on year reduction in incidents experienced since 2009/10 continues.</p>		

## People Support Services

<p><b>PI 15</b></p>		<p><b>The percentage of employees that have disclosed their disabled status</b>          Target: 100% (90% - 100%)          Actual to date: 92.5%  <b>Performance is within the tolerance levels</b></p>
<p>The percentage of employees disclosing their disability status has remained relatively constant with a slight rise compared to the previous year, to 92.5%. 40 uniformed staff, 33 non-uniformed staff, and 1 member of Fire Control have declared that they have a disability.</p>		
<p><b>PI 16</b></p>		<p><b>The number of female uniformed staff</b>          Target: 86 (77.5 – 94.5)          Actual to date: 89  <b>Performance is within the tolerance levels</b></p>
<p>The number of female uniformed staff has increased to 86. 22% (16) of firefighter recruits in 2017/18 were female; the target was 20%. One female member of staff has taken a career break and one is on secondment to another Service.</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. Since September 2017, the DICE team have processed over 3000 firefighter applications with just over 200 applications being assessed via the newly developed firefighter assessment process. 67 new entrant firefighters have been employed since January 2018, 33% (22) of whom are female.</p>		
<p><b>PI 17</b></p>		<p><b>The percentage of all staff from BME communities</b>          Target: 10.8% (9.0% – 11.0%)          Actual to date: 10.6%  <b>Performance is within the tolerance levels</b></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 10.6% in quarter four (and an increase of 0.6% compared to year 2016/17).</p> <p>When considering the ethnicity profile of crew commanders and above, 26% of BME uniformed staff hold a management position compared to 42% of white uniformed staff. With regard to non-uniformed staff, 47% of BME staff are in a position above a grade eight, compared to 58% of white staff.</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. Since September 2017, the DICE team have processed over 3000 firefighter applications with just over 200 applications being assessed via the newly developed firefighter assessment process. 67 new entrant firefighters have been employed since January 2018, 32% (21) of whom are BME.

<b>PI 17a</b>	 <p><b>The percentage of uniformed staff from BME communities</b>          Target: 9.4% (7.4% – 9.4%)          Actual to date: 9.2%  <b>Performance is within the tolerance levels</b></p>
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9.2% of uniformed staff are from Black and Minority Ethnic (BME) communities (just below target). 26% of firefighter recruits in 2017/18 were from BME communities; the target was 35%.

26% of uniformed BME staff are in a management position (Crew Commander and above) compared to 42% of white uniformed staff.

<b>PI 18</b>	 <p><b>The average number of working days/shifts lost due to sickness – all staff</b>          Target: 5.27 (4.21 – 6.32)          Actual to date: 6.44  <b>Under performance against the tolerance levels</b></p>
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An average of 6.44 days/shifts per person were lost due to sickness year to date 2017/18. Although higher than the target of 5.27, performance represents a 4% reduction in sickness in 2017/18. However, the target for 2017/18 was a 24% reduction.

1.64 days/shifts per person were lost due to sickness during quarter four, higher than the quarterly target of 1.30 and above the upper tolerance level.

<b>PI 19</b>	 <p><b>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff</b>          Target: 5.37 (4.29 – 6.44)          Actual to date: 6.48  <b>Under performance against the tolerance levels</b></p>
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An average of 6.48 days/shifts per person were lost due to sickness year to date 2017/18. Although performance is just above the upper tolerance levels, it represents a 3% reduction in sickness compared to 2016/17. However, the target for 2017/18 was a reduction of 22%.

1.59 days/shifts per person were lost due to sickness during quarter four, above the target (1.30) and the upper tolerance level for the quarter.

8% of Uniformed sickness episodes have no absence reason recorded.

9% of Uniformed back to work interviews have not been recorded on HRMS.

The top 5 causes of sickness are:

- Mental health – Anxiety / Depression
- Post-Operative
- Gastrointestinal
- Respiratory – Colds and Flu
- Musculoskeletal - Back

Long term sickness accounted for 66% of all Uniformed sickness (55% in quarter three).

36 members of staff are on restricted duties (an increase of 16 compared to quarter three 17/18).

<b>PI 20</b>		<b>The average number of working days/shifts lost due to sickness – non-uniformed staff</b> Target: 4.97 (3.97 – 5.96) Actual: 6.35 <b>Under performance against the tolerance levels</b>
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An average of 6.35 days/shifts per person were lost due to sickness year to date 2017/18. Although performance is just above the upper tolerance levels, it represents a 4.5% reduction in sickness compared to 2016/17. However, the target for 2017/18 was a reduction of 28%.

1.93 days/shifts were lost due to sickness during quarter four, above the quarterly target of 1.30).

21% 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:

- Mental Health – Anxiety / Depression
- Post-Operative
- Respiratory – Cold and Flue
- Gastrointestinal
- Musculoskeletal – Back

Long term sickness accounted for 66% of all non-uniformed sickness (56% during quarter three).

Four members of staff were on restricted duties (same as per quarter three).

## Safety, Health and Environment

<b>PI 21</b>		<p><b>The total number of injuries</b>  Forecast YTD: 132 (119 – 145)  Actual to date: 120  <b>Performance is within the tolerance levels</b></p>
<p>There were 25 injuries during quarter four which was the lowest quarter for 2017/18 and eight below the quarterly target. There were 120 injuries throughout 2017/18 compared to a target of 132, with performance just above the lower tolerance level. The annual performance was 8% lower than the previous year of 131 injuries and represents the lowest level since our records began.</p> <p>Slips, trips and falls (23) and manual handling (18) were the two main causes of injury.</p> <p>32% of injury reports were incident related, 68% non-incident related.</p> <p>270 near hits were reported during 2017/18, a 32% increase from 204 for the previous year.</p> <p>There were 138 violence reports, an increase of 31%. 91 were related to verbal abuse and 22 involved some form of missile throwing. 121 were incident related and 17 non-incident related.</p>		
<b>PI 22</b>		<p><b>The total number of RIDDOR injuries</b>  Forecast YTD: 18 (16 – 20)  Actual to date: 11  <b>Over performance against the tolerance levels</b></p>
<p>There were three RIDDOR reports during quarter four. Two injuries were training related, the third support related.</p> <p>There were eleven reports during 2017/18, the same as per the previous year and the joint lowest number since our records began. The main category of reports for the year remained slips, trips and falls but there were no significant trends.</p>		
<b>PI 23</b>		<p><b>To reduce the Fire Authority's carbon emissions</b>  Forecast YTD: 5444  Actual to date: 5375  <b>Performance is within the tolerance levels</b></p>
<p>The total carbon emissions have reduced by 1.3% compared to 2017/18. Reductions in several areas have contributed to the footprint, the largest reductions being in air travel (54%), electricity use (18%), mileage claims for essential and casual car users (4%), and waste collected (3%). Some areas have seen increases such as the use of gas (1%) heating oil (61% - Tettenhall Fire Station only), water use (61%), train journeys (59%), and from diesel use for appliances (15%). There has been a significant increase from fuel card use.</p>		

<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 10178MWh (9160 – 11196) Actual to date: 10075MWh <b>Performance is within the tolerance levels</b>
<p>Slight increase in gas usage but within the tolerance levels. Increase partially attributed to turning on heating earlier than normal due to adverse cold weather. Programme of improvements and upgrades continues. Three boiler replacements were delayed so benefits of the replacements yet to be seen.</p>		
<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: 5461MWh (4915 – 6007) Actual to date: 4344MWh <b>Over performance against the tolerance levels</b>
<p>Slight increase in usage compared to previous quarters, which can be attributed to seasonal trends and adverse winter conditions during quarter four. Electricity usage remains under target and the end of year performance is below the lower tolerance levels. Continued planned works were supported by various lighting LED upgrades, full station re-wires and UPS battery replacements.</p>		