

APPENDIX 1


Performance Indicator Performance – Quarter One 2019/20

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 co-ordinated 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 38 seconds Over performance against the tolerance levels</p>
<p>The median attendance time to high-risk (Cat 1) incidents in quarter one was 4 minutes 38 seconds, a 1 second improvement compared to the previous quarter.</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 6 seconds (target is under 10 minutes) • Category 4: 6 minutes 58 seconds (target is under 20 minutes) 	

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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.

<p>PI 2</p>		<p>The number of accidental dwelling fires Target YTD: 790 (703 – 853) Actual to date: 824 Performance is within the tolerance levels</p>
<p>There have been 824 Accidental Dwelling Fires for the year to date (YTD), 4.0% over target but within tolerance levels.</p> <p>The last quarter's incidents have been average for this time of year, if slightly below the same period over the last three years.</p>		
<p>PI 3</p>		<p>Injuries from accidental fires in dwellings (taken to hospital for treatment) Target YTD: 24 (16 – 28) Actual to date: 37 Under performance against the tolerance levels</p>
<p>There have been 37 PI Injuries this year to date, 56.5% over target and 35.4% over the three-year average. This includes 17 in the last quarter. This is the highest figure for the first two quarters of the year since 2011-12, when there had been 43.</p> <p>Nine of the casualties were aged 45-64, and nine were aged 65+ (of which 5 were 80+). Just over 40% (15) occurred at fires caused by cooking, followed by smoking-related fires (7).</p> <p>19 casualties suffered smoke inhalation, and 16 suffered burns. The other 2 were unknown.</p>		

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<p>PI 4</p>		<p>The number of deaths from accidental dwelling fires Target YTD: N/A Actual to date: 7</p>
<p>There have been seven fatalities in accidental dwelling fires this year to date.</p> <p>Four were in the Black Country North Command Area, two in Black Country South and one in Coventry & Solihull.</p> <p>Four were aged 45-64, 2 were aged 80+ and one was in the 25-44 age range.</p> <p>Four occurred as a result of smoking-related fires. The others resulted from a Cooking fire, a 'Matches, candles, incense burner' fire, and an 'Other domestic appliance' fire. Three of the four casualties aged 45-64 died in a smoking-related fire.</p>		
<p>PI 5</p>		<p>The percentage of Safe and Well visits referred by our partners Target YTD: 40% (40% - 42%) Actual to date: 31.7% Under performance against the tolerance levels</p>
<p>The percentage of Safe and Well visits referred by our partners for the year to date was 31.7%, below the target of 40%.</p>		
<p>PI 6</p>		<p>The number of Safe & Well points achieved by the Brigade Target YTD: 129,840 Actual to date: 121,244 Under performance against the tolerance levels</p>
<p>The target for the total Safe and Well points is 259,690 for the year. For the year to date we achieved 121,244 points (which is 8596 below the YTD target)</p> <p>The Tymly system continues to be used in the Black Country South Command Area. It 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 Black Country South Command Area during the quarter, the visits would contribute a further 16,112 points to the YTD total (and therefore performance would be above target).</p> <p>9,131 Safe and Well visits were carried out this quarter, equating to 1.73 per appliance per 24 hours (including Tymly Safe and Well visits and based on 58 appliances being available 24/7).</p>		

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PI 7		<p>The number of people killed or seriously injured (KSI) in road traffic collisions Target YTD: Not applicable Actual to date: Not available</p>
<p>Data for quarter two 2019/20 has not been released yet. Provisional figures have been provided up to 30 June 2019.</p> <p>The latest figures for quarter one 2019/20 suggest a small reduction in the number of people killed and seriously injured in road traffic collisions in the West Midlands compared to the same quarter last year and to quarter four of 2018/19.</p> <p>The latest update indicates that 189 people were killed or seriously injured (KSI) during quarter one (nine killed and 180 seriously injured):</p> <p>There were nine fatalities in quarter one, which is consistent with the same period last year, when there were 11. Of the nine fatalities, Dudley, Sandwell and Walsall experienced two each, and there was one in each of Birmingham, Coventry and Wolverhampton.</p> <p>Five of the nine fatalities were pedestrians, three were motorcyclists, and one was a car passenger.</p> <p>62 of the 180 seriously injured casualties were pedestrians, 33 were cyclists, and 25 were motorcycle riders.</p>		
PI 8		<p>The number of deliberate fires in dwellings Target YTD: 110 (86 – 128) Actual to date: 92 Performance is within the tolerance levels</p>
<p>Deliberate Dwelling Fires have been below target and within tolerance levels for both quarters this year to date, with a total of 92 incidents against a target of 110.</p> <p>Only Coventry & Solihull is above tolerance levels, with 18 incidents against a 13 target. Within the Command, only Coventry is above tolerance (15 against a target of 11).</p>		
PI 9		<p>The number of deliberate fires in non-domestic premises Target YTD: 93 (72 – 109) Actual to date: 73 Performance is within the tolerance levels</p>

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There have been 73 deliberate fires in non-domestic premises for the year to date, the lowest since comparable records began in 2009/10, and it is just above the lower tolerance level and 21.3% below target.

Black Country North and Birmingham South are the only commands not within or below tolerance. The Black Country North exceeds the target by 70% (21 incidents against target of 12). Birmingham South only 'tipped' above tolerance as of the end of September, now exceeding the target by two incidents.

Though Solihull Borough is above tolerance, this is just by one incident (three incidents against a target of two).

PI 10



The number of deliberate vehicle fires

Target YTD: 418 (326 – 489)

Actual to date: 375

Performance is within the tolerance levels

There have been 375 deliberate vehicle fires during this year to date, 10.3% below target and still within tolerance.

All but one Command are within tolerance level; Birmingham North is below tolerance levels. Only Walsall borough is above tolerance levels, with 43 incidents against a target of 36. This is largely due to 15 incidents occurring in June.

PI 11



The number of deliberate rubbish fires

Target YTD: 963 (857 – 1041)

Actual to date: 1005

Performance is within the tolerance levels

There have been 1005 deliberate rubbish fires for the year to date, 4.3% above target although within the tolerance levels. The quarterly figure represents the highest number of incidents recorded since quarter two 2017/18.

Coventry & Solihull and Birmingham South commands both exceeded the respective tolerance levels.

Coventry has had 183 incidents against a target of 149, and Solihull has had 44 incidents against a target of 36. Birmingham South has had 195 incidents; its target is 175.

Walsall borough is also above tolerance level, with 147 incidents (target 130).

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PI 12
The number of deliberate fires in derelict buildings

Target YTD: 63 (49 – 73)

Actual to date: 83

Under performance against the tolerance levels

There have been 83 deliberate fires in derelict buildings during quarter one, 32.2% above target. However, this is 6.7% below the three-year average of 89.

Black Country North Command is 63.0% over target, representing a difference of nine incidents compared to the target. Only Walsall is over target, with 23 incidents against a target of nine.

The Black Country South is 64.1% or 16 incidents over target. Only Sandwell is over target, with 35 incidents against a target of 13; incidents were particularly high in May with 12. Deliberate derelict building fires in Sandwell have been exceptionally low in the last two years (seven last year and 14 in the previous year, compared to an average of 43 in the previous eight years), making the current target particularly challenging for the borough.

Birmingham North is 40.7% below target.
Solihull & Coventry is 43.3% below target.

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.

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<p>PI 13</p>		<p>The number of accidental fires in non-domestic premises Target YTD: 209 (163 – 245) Actual to date: 234 Performance is within the tolerance levels</p>
<p>There have been 234 Accidental Fires at Non-Domestic Properties this year to date, which is 11.9% over target but remains within tolerance,</p> <p>Coventry & Solihull is over the tolerance level and over target by 41.5%, though this is due to Coventry only.</p> <p>Black Country South Command is over tolerance and exceeds the target by 22.9%, though only Dudley is over target.</p> <p>Black Country North Command is within the tolerance levels although five incidents over target. Only Wolverhampton is over target.</p>		
<p>PI 14</p>		<p>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Target YTD: 2916 (2595 – 3149) Actual to date: 3071 Performance is within the tolerance levels</p>
<p>There have been 3071 False Alarms due to Equipment this year to date, which is over target but within tolerance.</p> <p>2357 incidents took place at dwellings, which is above the average of the last three years for the same period and property type.</p> <p>714 were at non-domestic properties, which is just under the last three years' average.</p> <p>Incidents at dwellings were highest in Coventry, Sandwell (each 39 incidents above the three-year average), and Wolverhampton (58 incidents above average).</p>		

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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: 95.1% Performance is within the tolerance levels</p>
<p>The percentage of employees disclosing their disability status has remained high at 95.1% with 3.6% stating that they do have a disability.</p> <p>When considering declaration rates for ethnicity, religion / belief and sexual orientation, these also remain high at 98.9% for ethnicity, 87% for religion/belief and 86% for sexual orientation.</p> <p>A full breakdown of the protected characteristics across the Service is submitted to the Committee on a 6-monthly basis via the Diversity, Inclusion, Cohesion, Equality Update, which includes a workforce profile.</p>		
<p>PI 16</p>		<p>The number of female uniformed staff Target: 145 (138 – 152) Actual to date: 140 Performance is within the tolerance levels</p>
<p>The number of female uniformed staff has increased to 140, five below target and within the tolerance levels. 10.2% of all uniformed staff are female.</p> <p>Since April 2019 the Service has recruited 31 new entrant firefighters, thirteen (42%) of whom were female.</p> <p>Work continues with Thinkology and a further female pre-recruitment programme has commenced, including an open evening designed to encourage women to consider applying to the Fire Service, dispelling myths about the role of a firefighter, providing information about the Service, and enrolling individuals onto the programme.</p> <p>40% of uniformed posts are crew commander or above. 24% of female uniformed staff hold the position of crew commander or above, compared to 42% of male uniformed staff. When considering non-uniformed posts, 59% are above a grade 8. 48% of female non-uniformed staff hold a position above a grade 8, compared to 74% of male non-uniformed staff.</p>		
<p>PI 17</p>		<p>The percentage of all staff from BME communities Target: 12.5% (11.8% – 13.1%) Actual to date: 11.7% Under performance against the tolerance levels</p>

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The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time, with a slight increase in Q2 (11.7%) compared to Q1 of 2019/20 (11.5%).

A BME pre-recruitment programme commenced in August 2019 following targeted advertising by Thinkology. Approximately 40 people attended the initial open evening with 20 people registering their interest in the programme. 12 people have committed to the six-week programme which commenced in September 2019.


15.7% of Non-Uniformed and Fire Control staff are BME. 59% are above a grade 8. 57% of BAME non-uniformed staff hold a position above a grade 8, compared to 61% of white non-uniformed staff.

PI 17a		The percentage of uniformed staff from BME communities Target: 11.1% (10.5% – 11.7%) Actual to date: 10.3% Under performance against the tolerance levels
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10.3% of Uniformed staff are from BME communities.


Since Apr'19, 16% of fire-fighter recruits have been from BME communities.

40% of uniformed posts are crew commander or above. 25% of BME uniformed staff hold the position of crew commander or above, compared to 42% of white uniformed staff.

PI 18		The average number of working days/shifts lost due to sickness – all staff Target: 1.95 (1.85 – 2.05) Actual to date: 1.74 Over performance against the tolerance levels
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An average of 1.74 working days/shifts per person were lost due to sickness during quarter two, below target and below the lower tolerance level.

An average of 3.8 working days/shifts per person were lost due to sickness year to date, above the target of 3.4 days. This figure represents a 1.6% increase compared to the same period in 2018/19.

PI 19		The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 1.78 (1.69 – 1.87) Actual to date: 1.73 Performance is within the tolerance levels
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An average of 1.73 working days/shifts per person were lost due to sickness during quarter two, below the target and within the tolerance levels.

An average of 3.82 working days/shifts per person were lost due to sickness year to date, higher than the target of 3.89 days. However, this figure represents a 12.4% decrease compared to the same period in 2018/19.


The top five absence reasons are:

- Mental Health
- Joint Problems
- Gastrointestinal
- Muscular Skeletal: Back
- Cold and Flu

These five reasons represent 52% of duty days lost due to sickness.

There were 1456 days lost through restricted duties for this period, compared to 829 for the same period last year.

Missing data regarding attendance management has increased during this period and focused activity will be required to support managers to ensure sickness information is recorded in a timely manner. 15% of duty days had no absence reason recorded, and 15% of sickness episodes had no return to work information.

PI 20		<p>The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 2.52 (2.39 – 2.64) Actual: 1.78 Over performance against the tolerance levels</p>
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An average of 1.78 working days/shifts per person were lost due to sickness during quarter two, below the target and below the lower tolerance level.

An average of 3.74 working days/shifts per person were lost due to sickness year to date, below the target of 3.89 days. This figure represents a 12.4% decrease compared to the same period in 2018/19.


The top five absence reasons are:

- Mental Health
- Muscular Skeletal: Back
- Joint Problems
- Post-Operative
- Cold and Flu





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Missing data regarding attendance management continues. 33% of all duty days had no absence reason recorded and 25% of sickness episodes had no return to work information recorded. Focused activity is to be undertaken to address this issue.

Safety, Health and Environment

PI 21		<p>The total number of injuries Target YTD: 64 (60.8 - 70.4) Actual to date: 89 Under performance against the tolerance levels</p>
<p>There were 42 injury reports received for quarter one and 47 in quarter two. This gives 89 reports to date against a target of 63 for the first two quarters. The comparative figure for the figure for the first two quarters of 2018-19 was 71.</p> <p>The three main types of injury for quarter 2 (47 reports) were:</p> <ul style="list-style-type: none"> • 9 Burns/reddening during hot fire • 8 manual handling injuries • 7 slips/ trips/ falls <p>By activity, there were:</p> <ul style="list-style-type: none"> • 5 injuries at incidents and 2 whilst responding to incidents meaning 40 reports were in a more controlled environment • One fitness related injury • 19 during training (9 were burns/reddening, 4 were handling and there were 2 slips/trips and 4 others) • 9 for uniformed employees during routine activity (no trend) • 7 for support staff (2 kitchen burns to cooks, one cleaner injury, two workshops injuries, one maintenance injury, and one Asset support injury at the high-rise training building) • Two to contractors (cut and foreign body in eye) • One for a cadet (slipped on a log at residential camp) • One for recruit selection (muscle injury descending ladder) <p>Near hit reporting was down 38% for the first two quarters of 2019/20 (157 to 97). It should be noted that the majority of near hit reports do not meet a strict near hit criteria but do highlight hazards and other issues. For example, four near hit reports from quarter two have been identified to reflect a 'true' near hit.</p> <p>Violence reporting was down 32% for the first two quarters of 2019/20 (84 to 57). There were 34 reports in quarter two.</p>		

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PI 22		The total number of RIDDOR injuries Target YTD: 7 (6.7 – 7.3) Actual to date: 11 Under performance against the tolerance levels
<p>There were six RIDDOR reports during quarter two, 11 reports for the year to date. There were two reports made for each of the three months of quarter two. There had been no HSE follow up to any of the reports and none of the reports had been incident related.</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
<p>Performance indicator is reported annually.</p>		
PI 24		To reduce gas use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
<p>Performance indicator is reported annually.</p>		
PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
<p>Performance indicator is reported annually.</p>		

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