

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

EXECUTIVE COMMITTEE

7TH JUNE 2010

1. **PERFORMANCE INDICATORS**

Report of the Chief Fire Officer.

RECOMMENDED

THAT the Committee note the data against the Performance Indicators, set out in the Authority's Annual Service Plan from 1st April 2009 up to and including 31st March 2010.

2. **PURPOSE OF REPORT**

This report is submitted to inform the Committee of performance of the Service against operational indicators contained in the Authority's Annual Service Plan for 2009/10.

3. **BACKGROUND**

- 3.1 The management of operational performance is key to the way West Midlands Fire Service (WMFS) delivers an improving service to the community. Indicators that enable assessment of performance are selected each year and targets set to ensure the performance. This report provides a commentary upon the operational performance indicators.
- 3.2 There have been 1,877 accidental dwelling fires this year. Despite the target not being fully achieved this is a slight increase of ten on 2008/09 figures probably due to the impact of the severe winter weather. Fortunately, there has been a 23.6% reduction in injuries due to accidental fires in dwellings.
- 3.3 There have been sixteen deaths from accidental fires in dwellings and the Fire Research and Investigation Section are working on a fatal fire

report covering the last twelve years. Once completed it will be used to inform planning for prevention based activity and identify any trends, such as victims with mental health issues.

- 3.4 There has been a sustained increase in the number of accidental fires in non-domestic premises from 643 last year to 696 this year. The approach to tackling this issue has been the provision of education and advice from Business Safety Officers. Three business engagement events have been held to promote awareness and the use of 'Keep Your Business in Business'. "Hot Strike" campaigns are instigated in industrial and commercial zones where such fires have occurred.
- 3.5 There have been 280 arson fires in non-domestic premises in 2009/10, compared with 242 last year, which is an increase of 15.7%. Early recognition of the potential impact of the recession was reflected in the target to attempt to maintain the same level of fires as 2008/09. Performance against this indicator appears to be better than that reported by other Metropolitan Fire and Rescue Authorities. Fire Safety Officers have been providing familiarisation to operational crews as part of a joined up approach to risk reduction. This has given firefighters awareness of fire safety issues to bear in mind when they are conducting inspection activities. If issues are identified, they are referred to Fire Safety officers for follow up action. Fire Safety officers are fully involved in more activity through communications with each Operational Command via monthly Performance Improvement Meetings.
- 3.6 Part way through the financial year arson rubbish fires were becoming an issue across the Service. WMFS have worked with local councils to arrange removal of fly tipped refuse and provide information to residents in hot-spot areas. For example, in Coventry agreement was gained to alter refuse collection times so that bins did not have to be left out overnight in these areas. Arson rubbish fires have since reduced and the end of year figure shows a 3.8% reduction in total.
- 3.7 It has been identified that hospitals are the worst category of offender for causing false alarms due to automatic fire alarms in non-domestic premises, they are also out of the scope for call challenge. Fire Control, Fire Safety and Operations are working together to address this issue. One solution being worked through in partnership with the Hospitals Forum is to identify the separate buildings or functions within hospital grounds which are not used for patient care that can then be call challenged by Fire Control within our current policy.

- 3.8 Any non-domestic premises that are identified as having more than three false alarm calls in a six month period are visited by Fire Safety Officers who educate, provide advice or enforce legislation as appropriate.
- 3.9 To measure the percentage of Home Fire Safety Checks delivered to those at high risk, a mechanism came into operation last quarter. Of all Home Fire Safety Checks, 69.2% have been completed in households classed as high risk.
- 3.10 The Lead Members for Performance Management were briefed about the contents of this report at one of their regular meetings on 17th May 2010.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The matters contained in this report will not lead to a policy change.

5. **LEGAL IMPLICATIONS**

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

6. FINANCIAL IMPLICATIONS

- 6.1 The level of response, protection and prevention resources required to achieve the targets for the operational indicators shown in Appendix 1 were considered as part of the Authority's 2009/10 budget setting process, which established a total budget requirement of £116.985m. Based on Best Value Accounting Code of Practice the estimated cost of staff engaged on prevention work, including an element for watch based firefighters for 2009/10, was £19.3m.
- 6.2 The cost of delivering the services which contribute to the performance achievements comprise goods such as smoke alarms and staff time. The staff time includes those staff who are solely engaged in prevention work and watch based staff that provide emergency response as well as prevention services.
- 6.3 The expenditure on smoke alarms and other supporting materials was approximately £534k. In addition expenditure on smoke alarms for the Arson Task Force was £76k, to reduce the impact of arson on business and the community.

BACKGROUND PAPERS

VIJ RANDENIYA
CHIEF FIRE OFFICER

EXECUTIVE SUMMARY

This report includes data to the end of March 2010.

The following indicators improved and met the target:

- Injuries in accidental dwelling fires
- Arson fires in dwellings
- Arson vehicle fires
- Malicious calls received
- Malicious calls attended
- False alarm calls due to automatic fire alarms in dwellings
- The percentage of dwelling fires where a working smoke alarm was fitted
- The number of HFSCs

The following indicators improved but did not meet the target:

- Arson rubbish fires

The following indicators worsened and did not meet the target:


- Accidental fires in dwellings
- Deaths at accidental dwelling fires
- Accidental fires in non-domestic premises
- Arson fires in non-domestic premises
- False alarms due to automatic fire alarms in non-domestic premises

The following indicator is a new indicator:


- The percentage of HFSCs delivered to those at high risk
(target 70%: 69.2% achieved)

INDICATOR DATA


PI 1 The number of accidental fires in dwellings

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	1,959	1,867	1,792	1,877		1,783


PI 2 The number of injuries from accidental fires in dwellings

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	137	123	118	94		89


PI 3 The number of deaths from accidental fires in dwellings

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	8	12	12	16		12


PI 4 The number of arson fires in dwellings

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	558	487	477	398		378


PI 5 The number of accidental fires in non-domestic premises

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	689	643	611	696		696


PI 6 The number of arson fires in non-domestic premises

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	293	242	242	280		280


PI 7 The number of arson vehicle fires

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	1,578	1,377	1,377	1,096		1,096


PI 8 The number of arson rubbish fires

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	5,645	4,565	4,337	4,398		4,266


PI 9 The number of malicious false alarm calls received by the Brigade

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	5,130	4,882	4,784	3,908		3,752


PI 10 The number of malicious false alarm calls attended by the Brigade

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	2,158	1,864	1,734	1,603		Indicator removed


PI 11 The number of false alarm calls due to automatic fire alarms in non-domestic premises

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	6,886	6,275	5,899	6,809		6,537


PI 12 The number of false alarm calls due to automatic fire alarms in dwellings

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	4,265	4,203	4,140	3,217		3,185


PI 13 The percentage of dwelling fires where a working smoke alarm was fitted

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	41.5%	59.8%	62%	64.7%		68%

PI 14 The number of HFSCs conducted by the Brigade

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly	48,383	45,993	40,000	41,119		40,000 floor target

PI 15 The percentage of HFSCs delivered to those at high risk

	2007/08	2008/09	Target 2009/10	Actual 2009/10		Target 2010/11
Yearly			70%	69.2%		70%