

**APPENDIX 1**

**Performance Indicator Performance – Quarter Three 2019/20**

<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 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

<b>PI 1</b>	 <p><b>The Risk Based Attendance Standard</b>                  Target: under 5 minutes                  Actual: 4 minutes 46 seconds  <b>Over performance against the tolerance levels</b></p>
<p>The median attendance time to high-risk (Cat 1) incidents in quarter three was 4 minutes 46 seconds, an 8 second increase compared to the previous quarter (in line with seasonal trends).</p> <p>Attendance times for Category 2, 3 &amp; 4 incidents are not available at the time of writing due to technical difficulties.</p>	

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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><b>PI 2</b></p>		<p><b>The number of accidental dwelling fires</b>                  Target YTD: 1202 (1106 – 1262)                  Actual to date: 1218  <b>Performance is within the tolerance levels</b></p>
<p>There have been 1202 Accidental Dwelling Fires for the year to date (YTD), 16 over target but within the tolerance levels.</p> <p>The sources of ignition remain the same as previous quarters with the top four sources being cooking, electricity supply, other domestic appliances, and smoking.</p>		
<p><b>PI 3</b></p>		<p><b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b>                  Target YTD: 35 (26 – 41)                  Actual to date: 46  <b>Under performance against the tolerance levels</b></p>
<p>There have been 46 injuries this year to date, 11 over target.</p> <p>The highest number of casualties were within the age groups 25 to 44 and 45 to 64, with 11 casualties in each age banding. Of the remaining 24 casualties, 10 were in the 80+ age band, six were 18 to 24, five were 65 to 79, and three were 0 to 18.</p> <p>34.8% of injuries were sustained as a result of the person fighting the fire, of which 30.4% suffered burns. The majority of fires where a person was injured were caused by cooking being left unattended.</p>		

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<p><b>PI 4</b></p>		<p><b>The number of deaths from accidental dwelling fires</b>                  Target YTD: N/A                  Actual to date: 10</p>
<p>There have been ten fatalities in accidental dwelling fires this year to date (three in quarter three).</p> <p>Five were in the Black Country North Command Area, four in Black Country South and one in Coventry &amp; Solihull.</p> <p>Four were aged 45 to 64, three were aged 80+, two were aged 65 to 79 and one was in the 25 to 44 age range.</p> <p>Four of the ten incidents were caused by smoking. The other six incidents were caused by either cooking, matches, cigarette lighters, or domestic appliances.</p>		
<p><b>PI 5</b></p>		<p><b>The percentage of Safe and Well visits referred by our partners</b>                  Target YTD: 40% (40% - 42%)                  Actual to date: 37.6%  <b>Under performance against the tolerance levels</b></p>
<p>The percentage of Safe and Well visits referred by our partners for quarter three was 37.6%, below the target of 40%.</p> <p>For the first time, we have been able to obtain reliable figures from the Tymly system for partner referrals for the Black Country South Command Area for the third quarter. The figures indicate that 873 of the 1168 visits (75%) on the Tymly system were a result of partner referrals. If these figures are included within the overall figures for the Service, the overall average increases to 42.5%, which is above the quarterly target.</p>		
<p><b>PI 6</b></p>		<p><b>The number of Safe &amp; Well points achieved by the Brigade</b>                  Target YTD: 194,767                  Actual to date: 177,886  <b>Under performance against the tolerance levels</b></p>
<p>The target for the total Safe and Well points is 259,690 for the year. Quarter three we achieved 56,642 points (which is 8281 below the quarterly target), 177,886 points YTD.</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 8561 points to the YTD total.</p>		

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8846 Safe and Well visits were carried out this quarter, equating to 1.66 per appliance per 24 hours (including Tymly Safe and Well visits and based on 58 appliances being available 24/7). It should be noted that a number of appliances have been unavailable during this period, in line with the Service's risk-based approach to fleet management.

**PI 7**



**The number of people killed or seriously injured (KSI) in road traffic collisions**

Target YTD: Not applicable  
Actual to date: 588

**Please note that RTC data is highly likely to change due to existing incidents or injuries being retrospectively reclassified, or additional incidents being identified in future time periods.**

There have been a total of 588 KSI's year to date, 25 people killed, 563 seriously injured.

During Q3 (Oct-Dec) of 2019/20 there were a total of 130 fatal and serious road traffic collisions across the West Midlands which resulted in a total of 137 KSI's (5 Fatalities and 132 serious). Currently, this represents a reduction of 52 KSI's on Q1 of 2019/20 and a reduction of 130 KSI's for Q3 of 2018/19.

Dudley and Sandwell recorded 20 KSI's (1 fatal and 19 serious), Wolverhampton and Walsall recorded 19 KSI's (1 fatal and 18 serious), Birmingham recorded 75 KSI's (1 fatal and 74 serious), Coventry and Solihull recorded 22 KSI's (2 fatal and 20 serious).

For the quarter:

- 80% of fatalities were pedestrians with the remaining 20% the driver or rider of the vehicle.
- 80% of fatalities were male.
- 40% of fatalities were between 70 and 79 years.
- No fatality hotspots/repeat locations were noted.
- 44% of all serious injuries were to drivers or riders of vehicles, 42% were to pedestrians, and the remaining 14% were passengers.
- Just under half (48%) of all serious casualties were under 30 years, 36% of all serious casualties were between 30 and 59 years, with the remaining 16% over the age of 60 years.
- Males accounted for just under thirds (64%) of all serious injuries.

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<b>PI 8</b>		<p><b>The number of deliberate fires in dwellings</b>  Target YTD: 162 (137 – 180)  Actual to date: 158  <b>Performance is within the tolerance levels</b></p>
<p>Deliberate Dwelling Fires are four below target and within the tolerance levels.</p> <p>Only Coventry &amp; Solihull Command Area is above the tolerance levels, with 33 incidents against a target of 21 (Coventry ten above target and Solihull two above target). Incidents in the Coventry area were higher than expected during August and November. Birmingham South Command Area are three incidents above target.</p>		
<b>PI 9</b>		<p><b>The number of deliberate fires in non-domestic premises</b>  Target YTD: 132 (111 – 146)  Actual to date: 105  <b>Over performance against the tolerance levels</b></p>
<p>There have been 105 deliberate fires in non-domestic premises for the year to date, 27 below target and below the lower tolerance level.</p> <p>Black Country North is the only command to be above target (28 incidents compared to a YTD target of 18). This is largely due to performance in quarters one and two when the number of incidents experienced were above target.</p> <p>All other commands are below target.</p> <p>Black Country South Command have recorded 20 incidents, eight below target. The command has generally been in line with or below target throughout the YTD except for May 2019 which saw the number of incidents significantly above expected levels.</p> <p>Birmingham North Command have recorded 28 incidents, significantly below the target of 55. However, the number of incidents experienced increased during quarter three.</p> <p>Birmingham South and Coventry and Solihull Command Areas are both in line with their respective YTD targets.</p>		
<b>PI 10</b>		<p><b>The number of deliberate vehicle fires</b>  Target YTD: 619 (521 – 687)  Actual to date: 532  <b>Performance is within the tolerance levels</b></p>
<p>There have been 532 deliberate vehicle fires during this year to date, below target and within the tolerance levels.</p>		

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All commands are below their respective targets and within the tolerance levels, with the exception of Birmingham South Command where the number of incidents are below the lower tolerance level.

**PI 11**

**The number of deliberate rubbish fires**

Target YTD: 1392 (1280 – 1460)

Actual to date: 1275

**Over performance against the tolerance levels**

There have been 1275 deliberate rubbish fires for the year to date, below target and the lower tolerance level. 270 incidents were recorded during quarter three, which is the second lowest total for a quarter on record. The lowest number of incidents recorded was 256 during quarter four 2017/18.

Coventry and Solihull Command is the command to be above target (just five incidents). All other commands are below their respective targets and either below or within the associated tolerance levels YTD.

**PI 12**

**The number of deliberate fires in derelict buildings**

Target YTD: 86 (71 – 93)

Actual to date: 104

**Under performance against the tolerance levels**

There have been 104 deliberate fires in derelict buildings recorded YTD, 18 incidents above target, and above the upper tolerance level.

Half of all incidents (52) occurred within the Black Country South Command Area. 14 incidents occurred within the Soho and Victoria ward, five incidents occurred within the Greets Green and Lyng, and Rowley wards, and four incidents were recorded in both Cradley Heath and Old Mill, and Friar Park.

Black Country North Command accounted for 26.9% of all incidents. Six incidents occurred in the Bentley and Darlaston North ward and five incidents occurred in Aldridge Central and South.

Birmingham South Command accounted for 13.5% of incidents, Birmingham North 6.7% and Coventry and Solihull 2.9%. No significant ward locations were observed in these commands.

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## 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.

<b>PI 13</b>	 <p style="margin: 0;"><b>The number of accidental fires in non-domestic premises</b>                  Target YTD: 311 (262 – 345)                  Actual to date: 327  <b>Performance is within the tolerance levels</b></p>
<p>There have been 327 Accidental Fires at Non-Domestic Properties this year to date, which is over target but remains within tolerance,</p> <p>Black Country North and Coventry &amp; Solihull Commands are over their respective tolerance levels. Birmingham South Command is below the lower tolerance level.</p> <p>Both boroughs are above tolerance within the Black Country North Command (Walsall six incidents above target, and Wolverhampton four above target). A total of 64 incidents have been recorded within the command. With a year to date target of 67, it is likely that the command will exceed target.</p> <p>Both boroughs are above target within the Coventry and Solihull Command (Coventry nine incidents above target and Solihull three above target).</p>	

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<b>PI 14</b>		<p><b>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises</b>  Target YTD: 4791 (4456 – 4982)  Actual to date: 4572  <b>Performance is within the tolerance levels</b></p>
<p>There have been 4572 False Alarms due to Equipment (FAE) this year to date, which is below target and within the tolerance levels.</p> <p>3538 FAEs occurred at dwellings and 1032 occurred at non-domestic properties. Two were unknown. Many FAEs were multiple incidents at the same properties, particularly health premises and sheltered accommodation.</p> <p>27.3% of FAEs occurred within the Birmingham North Command, followed by 20.7% in Black Country North, 18.8% in Birmingham South, 16.8% in Black Country South, and 16.4% in the Coventry and Solihull Command. Although Birmingham North Command recorded the highest volume of FAEs, it was the only command to witness a reduction in quarter three compared to quarter two (a reduction of 1.6%) and to fall below the target and tolerance levels YTD.</p>		

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**People Support Services**

<p><b>PI 15</b></p>		<p><b>The percentage of employees that have disclosed their disabled status</b>                  Target: 100% (95% - 100%)                  Actual to date: 95.2%  <b>Performance is within the tolerance levels</b></p>
<p>The percentage of employees disclosing their disability status has remained high at 95.2% with 3.5% 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 97.8% for ethnicity, 87% for religion/belief and 86.3% 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><b>PI 16</b></p>		<p><b>The number of female uniformed staff</b>                  Target: 152 (144 – 160)                  Actual to date: 138  <b>Under performance against the tolerance levels</b></p>
<p>There are 138 female uniformed staff which equates to 10.2% of operational staff. This is above the national average of 6.4%.</p> <p>33.3% of people (15) recruited since April 2019 are female and while this is below the Service’s target of 50%, it remains a great achievement to consistently recruit a significant number of women for every trainee firefighter development programme that is held.</p> <p>The recruitment programme for women has been reviewed and evaluated. Questionnaires have been distributed to delegates on the programme who have reported on what they found most useful, least useful, and any improvements that can be made. The overall rating of the programme was an average of 8.75 (based on a 1 to 10 rating). The results of the questionnaire have been utilised in the review and changes have been made to how recruitment activity is delivered. An annual plan for female recruitment programmes has been developed to run through 2020.</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>		

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40% of uniformed posts are crew commander or above. 23% of female uniformed staff hold the position of crew commander or above, compared to 42% of male uniformed staff. When considering non-uniformed posts, 62% are above a grade 8. 50% of female non-uniformed staff hold a position above a grade 8, compared to 77% of male non-uniformed staff.

**PI 17**



**The percentage of all staff from BME communities**  
 Target: 12.4% (11.7% – 13.0%)  
 Actual to date: 11.9%  
**Performance is within the tolerance levels**

The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time, with a slight increase in Q3 (11.9%) compared to Q2 (11.7%) and Q1 (11.5%) of 2019/20.

24.4% of people (11) recruited since April 2019 are from a BME background and while this is below the Service’s target of 35%, it is significantly higher than the percentages previously achieved with a consistently good representation of new entrants from BME backgrounds for each firefighter development programme that has been held.

The recruitment programme for people from BME backgrounds has been reviewed and evaluated. Questionnaires have been distributed to delegates on the programme who have reported on what they found most useful, least useful, and any improvements that can be made. The overall rating of the programme was an average of 8.75 (based on a 1 to 10 rating). The results of the questionnaire have been utilised in the review and changes have been made to how recruitment activity is delivered. An annual plan for BME recruitment programmes has been developed to run through 2020.

15.2% of Non-Uniformed and Fire Control staff are BME. When considering non-uniformed posts, 62% are above a grade 8. 60% of BAME non-uniformed staff hold a position above a grade 8, compared to 63% of white non-uniformed staff.

Work continues with Thinkology with regard to targeted advertising towards people from BME backgrounds.

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<p><b>PI 17a</b></p>		<p><b>The percentage of uniformed staff from BME communities</b>                  Target: 11.4% (10.8% – 12.0%)                  Actual to date: 10.7%  <b>Under performance against the tolerance levels</b></p>
<p>10.7% of Uniformed staff are from BME communities, below the target and marginally below the lower tolerance level.</p> <p>Since Apr 2019, 16% of fire-fighter recruits have been from BME communities.</p> <p>40% of uniformed posts are crew commander or above. 24% of BME uniformed staff hold the position of crew commander or above, compared to 43% of white uniformed staff.</p>		
<p><b>PI 18</b></p>		<p><b>The average number of working days/shifts lost due to sickness – all staff</b>                  Target: 2.12 (2.01 – 2.23)                  Actual to date: 2.13  <b>Performance is within the tolerance levels</b></p>
<p>An average of 2.13 working days/shifts per person were lost due to sickness during quarter three, marginally above target and within the lower tolerance levels. This represents a 9% decrease compared to the same period in 2018/19.</p> <p>An average of 5.97 working days/shifts per person were lost due to sickness year to date, above the target of 5.52 days. This figure represents a 1.6% decrease compared to the same period in 2018/19.</p>		
<p><b>PI 19</b></p>		<p><b>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff</b>                  Target: 2.01 (1.91 – 2.11)                  Actual to date: 1.88  <b>Over performance against the tolerance levels</b></p>
<p>An average of 1.88 working days/shifts per person were lost due to sickness during quarter three, below the target and below the lower tolerance level. This represents a 15% decrease compared to the same period in 2018/19.</p> <p>An average of 5.73 working days/shifts per person were lost due to sickness year to date, higher than the target of 5.27 days. However, this figure represents a 1.0% decrease compared to the same period in 2018/19.</p> <p>The top five absence reasons are:</p> <ul style="list-style-type: none"> <li>• Mental Health</li> <li>• Joint Problems</li> </ul>		

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- Cold and Flu
- Gastrointestinal
- Muscular Skeletal: Back

These five reasons represent 54% of duty days lost due to sickness.

There were 1366 days lost through restricted duties for this period, compared to 1100 for the same period last year. Joint work continues between Service Delivery, the Business Partners and Occupational Health to identify how best to manage the length of time that an individual remains on restricted duties and this is being monitored via the ridership factor working group on a quarterly basis.

Long term sickness for uniformed staff accounts for 66.2% of all sickness, and 82.4% of all sickness within Fire Control.

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, as well as the consideration of any system issues. 18% of duty days had no absence reason recorded, and 12% of sickness episodes had no return to work information.

<b>PI 20</b>		<p><b>The average number of working days/shifts lost due to sickness – non-uniformed staff</b>                  Target: 2.48 (2.36 – 2.60)                  Actual: 2.97  <b>Under performance against the tolerance levels</b></p>
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An average of 2.97 working days/shifts per person were lost due to sickness during quarter three, above the target and above the upper tolerance level. This represented a 9% increase compared to the same period in 2018/19.

An average of 6.78 working days/shifts per person were lost due to sickness year to date, above the target of 6.35 days. This figure represents a 2.9% decrease compared to the same period in 2018/19.

The top five absence reasons are:

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

Missing data regarding attendance management continues. 25% of all duty days had no absence reason recorded and 27% of sickness episodes had no return to work information recorded. Focused activity is being undertaken to address this issue including a targeted approach to supporting managers.

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Long term sickness accounted for 75.3% of all non-uniformed sickness.

## Safety, Health and Environment

<b>PI 21</b>		<p><b>The total number of injuries</b>  Target YTD: 95 (90 – 105)  Actual to date: 115  <b>Under performance against the tolerance levels</b></p>
<p>There were 26 injury reports received for quarter three against a quarterly target of 31.5. This follows two quarters in which a high number of injuries had been reported: 47 in quarter two and 42 in quarter one.</p> <p>There were no significant trends identified during quarter three.</p> <p>There were two slips, trips and fall injuries reported (one on ice, one dismounting), three manual handling injuries, and two reddening burns during training. It should be noted that the two reddening burns were experienced during the Trainee Firefighter Development Programme. The reddening burns experienced during tactical ventilation appear to have ceased following changes at the training facility. There were nine injuries classed as struck against or struck by, however there were no trends within this injury type.</p> <p>By activity, there were:</p> <ul style="list-style-type: none"> <li>• Nine injuries at incidents</li> <li>• One during fitness training</li> <li>• Six during operational training</li> <li>• Five during uniformed routine activity</li> <li>• Five during support staff activity</li> </ul> <p>40 near hit reports were received during quarter three, the lowest number this year (there had been 45 during quarter one, and 53 during quarter two). There were less than 10 reports which were genuine near hits. 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.</p> <p>The number of violence reports had decreased with 15 reports being recorded during quarter three (23 reported in quarter one and 34 in quarter two). All reports for quarter three were incident related. No injuries were reported. Nine were verbal abuse, two were missiles, and one was physical contact. There were three other reports. Police were notified about nine reports with an arrest made in connection with one report.</p>		

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<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Target YTD: 10.5 (10 – 11) Actual to date: 13 <b>Under performance against the tolerance levels</b>
<p>There was just one RIDDOR report during quarter three, 13 reports for the year to date. This follows two quarters in which a higher number of injuries had been reported (five in quarter one and seven in two).</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>		
<b>PI 23</b>		<b>To reduce the Fire Authority’s carbon emissions</b> Forecast YTD: N/A Actual to date: N/A
<p>Performance indicator is reported annually.</p>		
<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: N/A Actual to date: N/A
<p>Performance indicator is reported annually.</p>		
<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: N/A Actual to date: N/A
<p>Performance indicator is reported annually.</p>		

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