

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

EXECUTIVE COMMITTEE

26 MARCH 2018

1. CORPORATE PERFORMANCE INDICATORS 2018/19

Report of the Chief Fire Officer

RECOMMENDED

THAT Executive Committee approves the Corporate Performance Indicators (PIs) and targets for 2018/19 as set out in Appendix 1.

2. PURPOSE OF REPORT

This report is submitted to seek approval for the corporate PIs and targets for 2018/19 and to provide information to the Executive Committee about the rationale that formulates the revised targets.

3. BACKGROUND

- 3.1 In accordance with its planning framework, the Service has reviewed its rolling three-year corporate strategy – The Plan 2018 – 2021. As part of this approach at the meeting on the 19 February 2018 the Authority approved the revised outcomes. These are set out in The Plan and are enablers to achieving our vision of “Making West Midlands Safer, Stronger and Healthier”.
- 3.2 Following approval of the outcomes set out in The Plan, the Assistant Chief Fire Officer Service Delivery, as the lead officer for scrutiny matters, has worked with stakeholders to:
 - consider past performance results.

- review the internal strategies and approaches and external influencers that will shape our 2018/19 performance and drive the target setting.
 - identify the appropriate PIs for 2018/19.
- 3.3 In accordance with the Service's commitment to enabling governance through effective engagement and transparency and in line with the constitution, officers met with the Scrutiny Committee Chair on 26 February 2018. At this meeting the Scrutiny Committee Chair recommended that the proposed corporate PIs and targets for 2018/19 be submitted to Executive Committee for approval.

Setting PI targets 2018/19

- 3.4 Graduated tolerances were introduced in 2017/18, this assists when the numbers are small at the beginning of the year. A bigger tolerance is allowed in Quarter 1 which decreases when we get to Quarter 4. This is to aid the interpretation of performance indicators that could be misled by being red when the numbers are only marginally above the target.
- 3.5 The performance indicator numbers for 2018/19 remain the same as 2017-18.
- 3.6 There has been a change of terminology to the PIs that relate to Arson. These are PI 8, PI 9, PI 10, PI 11 and PI 12. The phrase 'Arson' has been changed to 'Deliberate'. Deliberate fires include those where the motive for the fire was 'thought to be' or 'suspected to be' deliberate. This includes fires to an individual's own property, others' property or property of an unknown owner. Despite deliberate fire records including arson, deliberate fires are not the same as arson. Arson is defined under the Criminal Damage Act of 1971 as 'an act of attempting to destroy or damage property, and/or in doing so, to endanger life'. This change of terminology will align us to other Metropolitan Fire and Rescue Services, to the Police and other agencies.
- 3.7 The targets that have been set for 2018/19 have considered the commitment to improving services and outcomes to the community. All the targets have been set either below or at the three year average performance outturn.

- 3.8 PI 5 – “The percentage of safe and well checks referred by our partners”, has been increased to 55% for the coming year. The partnerships team are supporting the commands with partner activities which has seen an increase in referrals. The target for 2017/18 of 50% was exceeded for the previous six months, with 56% being achieved during October 2017. The target of 55% may be increased further for Quarters 3 and 4, following a six-month review.
- 3.9 To reflect the target increase of the Safe and Well referred by partners (PI 5) to 55%, the number of Sale and Well points (PI 6) has been increased from 275,000 for the year 2017/18 to 300,000 for 2018/19. This will be achieved by conducting an average of 2 Safe and Well visits per appliance, per day. The target is that each Safe and Well visit will provide an average score of 8.5 points, which is evidence that the most vulnerable members of the community are being targeted. Linking into PI 5, the target for PI 6 will also be reviewed after a six-month period and may be increased for Quarters 3 and 4.
- 3.10 PI 10 – The number of deliberate vehicle fires has been steadily rising since 2012/13, despite all of the interventions and activities that we have been delivering. Subsequently the target for 2018/19 has been increased by 5.5% on the 3-year average which represents a 0.6% decrease on 2017/18. A systems approach to driving down the deliberate vehicle fires will be used, incorporating more collaboration with West Midlands Police and the West Midlands Combined Authority.
- 3.11 PI 14 – The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic properties, the target has been set at 5% below the three-year average. 2017/18 was the first year in the last 5 years that saw a decrease in incidents within dwellings. This can be attributed to continued efforts with landlords and housing providers to carry out maintenance. Incidents within non-domestic premises has seen a significant reduction since 2010. The target of -5% equates to 5,289 combined incidents, which results in a 0.5% reduction on the previous year's figures.
- 3.12 PI 16 – The target for the number of female uniformed staff for 2018/19 has been set at 134 members of staff. The aim is to

recruit 312 new entrants over the next 3 financial years, - 49% will be female. The positive action strategy for attraction and selection supports this ambition.

- 3.13 PI 17a – The percentage of uniformed staff from BME communities was a new indicator in 2017/18. The target for 2018/19 is 11.1%, which equates to 35% of the one hundred and eleven new recruits. The aim is to recruit 312 new entrants over the next 3 financial years, 109, 35% will be BME. This links into the positive action strategy as mentioned in 3.12.
- 3.14 PI 24 – To reduce gas use at Fire Authority premises and PI 25 to reduce electricity use at Fire Authority premises. From 2018/19 these PIs will be reported upon annually and not quarterly. This will provide an overview that links to ongoing works such as station re-roofing, boiler upgrades, window and door replacements, rewires and ongoing lighting improvements.

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 do not relate to a policy change.

5. **LEGAL IMPLICATIONS**

There are no direct legal implications arising from this report.

6. **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report. It should be noted that the Authority's approved 2018/19 budget is aligned to and will support the delivery of The Plan.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

BACKGROUND PAPERS

Fire Authority Agenda Item 7, 19 February 2018, The Plan 2018/21.

The contact names for this report is Assistant Chief Fire Officer Gary Taylor who can be contacted on 0121 380 6914, and Councillor Chris Tranter, Chair of the Scrutiny Committee who can be contacted via 0121 380 6906.

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CHIEF FIRE OFFICER