


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		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 39 seconds Over performance against the tolerance levels
<p>The median attendance time to high-risk (Cat 1) incidents in quarter one was 4 minutes 39 seconds, a one second increase compared to quarter four 2018/19.</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 25 seconds (target is under 7 minutes) • Category 3: 4 minutes 54 seconds (target is under 10 minutes) • Category 4: 6 minutes 56 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.

PI 2		The number of accidental dwelling fires Forecast YTD: 409 (315 – 491) Actual to date: 433 Performance is within the tolerance levels
<p>There were 440 accidental dwelling fires recorded during quarter one 2019/20, 7.6% above target although within the tolerance levels.</p> <p>The figures are consistent with quarter four 2018/19 (439 incidents) and are 6.9% lower compared to the number of incidents recorded in quarter one 2018/19 (463 incidents). However, the figure represents an increase compared to the same period in 2016 (17.3%) and 2017 (6.1%).</p>		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 11 (5 – 18) Actual to date: 20 Under performance against the tolerance levels
<p>There were 20 injuries at accidental dwelling fires during quarter one 2019/20, 77.9% above target, and above the upper tolerance level. This performance indicator continues to show an increasing trend.</p> <p>Overall, 65% of casualties were male. Half of all casualties were recorded as being of 'white' heritage. Just over a third (35%) were aged over 60 years and just under a third (30%) were under the age of 35.</p>		

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Cooking appliances were the most common source of ignition accounting for 35% of all injuries. This was closely followed by smoking (or related articles) which was the source of ignition in 30% of injurious incidents.

A quarter of all injuries were caused by fighting or attempting to fight. A fifth of injuries resulted from discovering the fire or attempting to escape the fire.

70% of injuries were smoke, gas or fume inhalation. Burns accounted for 25% of injuries.

PI 4



The number of deaths from accidental dwelling fires

Forecast YTD: N/A

Actual to date: 5

Five fatalities were recorded during quarter one.

Three of the fatalities were recorded within the Black Country North Command Area (two in the Wolverhampton borough, one in Walsall borough). One fatality was recorded in the Black Country South Command Area (Sandwell borough), and one was recorded in the Coventry and Solihull Command Area (Coventry borough).

Three of the five victims were over 60 years old. In four of the incidents, the cause of death was recorded as smoke inhalation, or a combination of burns and being overcome by smoke / gas / fumes. The cause of death at the remaining incident was unknown.

Immobility was stated as a contributing factor in two incidents, with alcohol being suspected as a factor at another incident. Smoking was the most common source of ignition accounting for three incidents.

PI 5



The percentage of Safe and Well visits referred by our partners



Forecast YTD: 40% (40% - 42%)

Actual to date: 36.6%

Under performance against the tolerance levels

The percentage of Safe and Well visits referred by our partners during quarter one was 36.6%, below the target of 40%.

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PI 6		The number of Safe & Well points achieved by the Brigade Forecast YTD: 64,920 Actual to date: 61,170 Under performance against the tolerance levels
	<p>64,920 Safe and Well points were achieved during quarter one, below the quarterly target of 64,920 (there are no tolerance levels for this performance indicator). The annual target is 259,680.</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 8117 points to the quarterly total (and therefore performance would be above target).</p> <p>9198 Safe and Well visits were carried out during the quarter, equating to 1.74 per appliance per 24 hours (including Tymly Safe and Well visits and based on 58 appliances being available 24/7).</p>	
PI 7		The number of people killed or seriously injured (KSI) in road traffic collisions Forecast YTD: Not applicable Actual to date: Not available
	<p>Data for quarter one 2019/20 have not been released yet (due to the continuing delays in receiving the data). The figures have been updated to 31 March 2019.</p> <p>The latest figures for quarter four 2018/19 indicate a quarter on quarter decrease from the number reported in quarter three which is in line with similar decreases observed during the same periods in the previous two years.</p> <p>The latest update indicates that 210 people were killed or seriously injured (KSI) during quarter three (eight killed and 202 seriously injured):</p> <ul style="list-style-type: none"> • Black Country North – 31 KSI (all seriously injured) • Black Country South – 43 KSI (3 killed, 40 seriously injured) • Birmingham – 100 KSI (4 killed, 96 seriously injured) • Coventry and Solihull – 36 KSI (1 killed, 35 seriously injured) <p>Of the total KSIs for the quarter, 93 were classed as drivers or riders, 35 were passengers, and 82 were pedestrians. 64.8% were male, 35.2% were female.</p> <p>Where known, the age range of casualties were as follows:</p>	

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- 19 years or under – 55 (26.2%)
- 20 to 39 years – 73 (26.2%)
- 40 – 59 years – 47 (22.4%)
- 60+ years – 31 (14.8%)

PI 8**The number of deliberate fires in dwellings**

Forecast YTD: 56 (36 – 75)

Actual to date: 45

Performance is within the tolerance levels

There were 45 deliberate fires in dwellings during quarter one 2019/20, 17.7% below target, and within the tolerance levels. The current level of incidents is consistent with the previous quarters and represents a significant decrease of 27% compared to the same period in 2018/19 (63 incidents).

Seven incidents were recorded within the Birmingham North Command Area, significantly below the target of 18. All other command areas were within their respective tolerance levels.

PI 9**The number of deliberate fires in non-domestic premises**

Forecast YTD: 47 (31 – 63)

Actual to date: 42

Performance is within the tolerance levels

There were 42 deliberate fires in non-domestic premises during quarter one 2019/20, 8.9% below target. However, the number of incidents during quarter one represents a large increase compared to the low levels recorded during quarters three (23) and four 2018/19 (21).

Birmingham North Command Area were 67% below target for the quarter (seven incidents against a target of 21). The Black Country South and Birmingham South Command Areas were both on target.

Black Country North Command Area recorded 12 incidents (50% above target). Coventry and Solihull Command Area were also above target and above the upper tolerance level.

PI 10**The number of deliberate vehicle fires**

Forecast YTD: 193 (124 – 260)

Actual to date: 212

Performance is within the tolerance levels

There were 212 deliberate vehicle fires during quarter one, 10.1% above target. Performance is within the tolerance levels despite the slight increase in incidents.

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Coventry and Solihull Command Area were above target and the upper tolerance level (42 incidents, 20% above the target of 35). All other command areas were within their respective targets.

PI 11



The number of deliberate rubbish fires

Forecast YTD: 481 (371 – 577)

Actual to date: 519

Performance is within the tolerance levels

There were 519 deliberate rubbish fires during quarter one, 9% above target although within the tolerance levels. The quarterly figure represents the highest number of incidents recorded since quarter two 2017/18.

Black Country North and South Command Areas, and Birmingham North Command Area were all within the tolerance levels. 109 incidents were recorded in the Birmingham South Command Area, 34.6% above target and above the upper tolerance level. 110 incidents were recorded in the Coventry and Solihull Command Area, 26.4% above target and above the upper tolerance level.

PI 12



The number of deliberate fires in derelict buildings

Forecast YTD: 34 (22 – 45)

Actual to date: 50

Under performance against the tolerance levels

There were 50 deliberate fires in derelict buildings during quarter one, 47.9% above target. The quarterly figure represents the highest number of incidents recorded since quarter two 2016/17. 103 incidents were recorded for the year 2018/19.

Black Country North Command Area is in exception, recording 11 incidents during the quarter compared to a target of eight. Ten of the incidents occurred within the Walsall Borough.

Black Country South Command Area is in exception, recording 28 incidents during the quarter compared to a target of 13. 24 of the incidents occurred within the Sandwell Borough.



Birmingham North and Birmingham South Command Areas, and Coventry and Solihull Command Area are within or below their respective tolerance levels.

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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.




PI 13		The number of accidental fires in non-domestic premises Forecast YTD: 109 (70 – 147) Actual to date: 115 Performance is within the tolerance levels
<p>There were 115 accidental fires in non-domestic premises during quarter one, 4.2% above target although within the tolerance levels.</p> <p>Coventry and Solihull Command Area were in exception as a result of recording 24 incidents compared to a target of 16 (50% above target). All other Command Areas were within their respective tolerance levels.</p>		
PI 14		The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Forecast YTD: 1355 (1044 – 1626) Actual to date: 1426 Performance is within the tolerance levels
<p>There were 1426 false alarm calls due to fire alarm equipment in dwellings and non-domestic premises during quarter one, 5.3% above target although within the tolerance levels.</p> <p>All Command Areas were within their respective tolerance levels.</p>		

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People Support Services

PI 15		<p>The percentage of employees that have disclosed their disabled status</p> <p>Target: 100% (90% - 100%) Actual to date: 95.2%</p> <p>Performance is within the tolerance levels</p>
		<p>The percentage of employees disclosing their disability status has remained relatively constant with a slight rise compared to previous periods, to 95.2%.</p> <p>Declaration rates across the protected characteristics continue to remain high, 99.4% of staff have declared their ethnicity, and 87.4% have declared their 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>
PI 16		<p>The number of female uniformed staff</p> <p>Target: 136 (123 – 149) Actual to date: 134</p> <p>Performance is within the tolerance levels</p>
		<p>The number of female uniformed staff has increased to 134, two below target and within the tolerance levels.</p> <p>16 new entrant firefighters have been recruited since April 2019, seven (44%) of which are female. Total staff numbers are 1394, 9.6% of uniformed staff are female, representing a slight increase.</p> <p>Work continues with the Fire Service College and attraction rates for women are currently 28%. Following the success of the pre-recruitment programme for women last year, a second programme commenced in June / July 2019.</p> <p>40% of uniformed posts are Crew Commander or above. 23% of female staff in uniformed positions hold the role of Crew Commander or above, compared to 42% of male uniformed staff. When considering non-uniformed staff, 59% of posts are above a grade eight. 47% of female non-uniformed staff are in a post above a grade eight, compared to 73% of male non-uniformed staff.</p>

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PI 17		The percentage of all staff from BME communities Target: 11.8% (10.6% – 13.0%) Actual to date: 11.5% Performance is within the tolerance levels
<p>The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time with a slight increase generally observed (10.9% in quarter one, 11.2% in quarter two, and 11.5% in quarter three, 11.7% in quarter four 2018/19). The total number of all staff from BME communities is 218 (out of a total of 1889 members of staff), equalling 11.5%.</p> <p>Work continues with the Fire Service College and attraction rates for BME candidates remains at approximately 25%. Following the success of the pre-recruitment programme for women last year, a similar approach is being adopted and a pre-recruitment programme for BME candidates commenced in June / July 2019.</p> <p>10% of uniformed staff, and 16% of non-uniformed and Fire Control staff are from BME communities.</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. When considering non-uniformed staff, 59% of non-uniformed posts are above a grade eight. 55% of BME non-uniformed staff are in a post above a grade eight, compared to 60% of white non-uniformed staff.</p>		
PI 17a		The percentage of uniformed staff from BME communities Target: 10.3% (9.2% – 11.4%) Actual to date: 10.0% Performance is within the tolerance levels
<p>10% of uniformed staff are from Black and Minority Ethnic (BME) communities (a slight increase from 9.4% in quarter one 2018/19). There are 139 BME Uniformed staff.</p> <p>26% of uniformed BME staff are in a management position (Crew Commander and above).</p>		
PI 18		The average number of working days/shifts lost due to sickness – all staff Target: 1.45 (1.16 – 1.74) Actual to date: 2.04 Under performance against the tolerance levels
<p>An average of 2.04 working days/shifts per person were lost due to sickness during quarter one, above target and above the upper tolerance levels. The figure represents a 27.7% increase compared to the same period in 2018/19.</p>		

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PI 19		<p>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff</p> <p>Target: 1.48 (1.19 – 1.77)</p> <p>Actual to date: 2.07</p> <p>Under performance against the tolerance levels</p>
<p>An average of 2.07 working days/shifts per person were lost due to sickness during quarter one, above the target and above the upper tolerance level. The figure represents a 27.4% increase compared to the same period in 2018/19.</p> <p>Missing data regarding attendance management continues. 25% of duty days had no absence reason recorded, and 36% of sickness episodes had no return to work information recorded.</p> <p>The top 5 causes of sickness are:</p> <ul style="list-style-type: none"> • Mental health • Joint problems • Gastrointestinal • Musculoskeletal – back • Cold and flu <p>1281 days were lost through restricted duties during quarter one, compared to 905 lost during the same period in 2018/19.</p>		
PI 20		<p>The average number of working days/shifts lost due to sickness – non-uniformed staff</p> <p>Target: 1.37 (1.10 – 1.64)</p> <p>Actual: 1.95</p> <p>Under performance against the tolerance levels</p>
<p>An average of 1.95 working days/shifts per person were lost due to sickness during quarter one, above the target and above the upper tolerance level. The figure represents a 29.6% increase compared to the same period in 2018/19.</p> <p>Missing data regarding attendance management continues. 39% of duty days had no absence reason recorded and 51% of sickness episodes had no return to work interview information recorded.</p> <p>It is not able to report the top 5 causes of sickness as they may identify individuals.</p>		

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Safety, Health and Environment

PI 21		The total number of injuries Forecast YTD: 32 (30 – 35) Actual to date: 41 Under performance against the tolerance levels
<p>There were 41 injuries recorded during quarter one, above target and above the upper tolerance level. The figure is two above the 39 that were recorded during quarter one in 2018/19.</p> <p>14 injuries occurred at incidents, nine during operational training, and 18 injuries were classed under the category of 'other', a breakdown of which is provided:</p> <ul style="list-style-type: none"> • 2 injuries to visitors • 2 injuries from cooking • 1 injury to a contractor • 1 injury in cadet training • 1 injury on station - moving a locker • 1 injury on station - opening a window • 1 injury on station - fallen racking • 1 injury on station - opening BRV locker • 1 injury on station - missed step • 1 injury on station - changing out of personal clothing • 1 injury on station - cleaning • 1 injury on station - ICT maintenance • 1 injury on station - physical training • 1 injury on station - lost balance • 1 injury on out duties - lifting a fallen wheel • 1 injury during vehicle maintenance <p>Manual handling accounted for eight injuries, exposure to heat accounted for seven injuries (two resulted from cooking, five resulted during training), slips, trips and falls accounted for seven injuries, and being struck by something accounted six injuries.</p> <p>45 near hit reports were recorded during the quarter:</p> <ul style="list-style-type: none"> • 12 related to premises issues • 11 related to breathing apparatus issues • 7 related to incident related issues • 7 related to operational equipment <p>23 violence reports were recorded; 21 were at incidents, one was at a Fire Station and one was at a community event. 16 reports were of verbal abuse, three were reports of harassment, three were reports of threatening behaviour, and one report was of nuisance. Seven of the reports referred to the Police being contacted but no further information is available to ascertain if any further action was taken.</p>		

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PI 22		The total number of RIDDOR injuries Forecast YTD: 3.5 (3.3 – 3.8) Actual to date: 5.0 Under performance against the tolerance levels
<p>There were five RIDDOR reports during quarter one. Two reports were incident related, two were training related, and one report was categorised under ‘support’ and occurred at station.</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
Performance indicator is reported annually.		
PI 24		To reduce gas use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
Performance indicator is reported annually.		
PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
Performance indicator is reported annually.		

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