

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

27 JUNE 2022

1. AN ANALYSIS OF PROGRESS OF QUARTERLY PERFORMANCE AGAINST 'OUR PLAN' – QUARTER FOUR 2021/22

Report of the Chief Fire Officer.

RECOMMENDED

- 1.1 THAT the Authority notes the status of the Service's key performance indicators in the fourth quarter of 2021/22 (Appendix 1).
- 1.2 THAT the Committee note the progress made in delivering the three strategic priorities contained in 'Our Plan' 2021-2024 (Appendix 1).

2. PURPOSE OF REPORT

- 2.1 This report is submitted to provide Members with an analysis of the organisation's performance against 'Our Plan' for 2021-2024.

3. BACKGROUND

- 3.1 The setting of targets against the operational and other performance indicators enables the Service to define in key areas the improvements which contribute to making the West Midlands safer, stronger and healthier, and to manage the resources allocated to this work. The Service continues to improve and meet targets across a range of indicators.
- 3.2 The performance information contained within this report was submitted to and considered by the Strategic Enabling Team in early June 2022. It is submitted to Members to support the joined-up method of managing performance and providing assurance around the on-going performance of 'Our Plan'.
- 3.3 It should be noted that 2021/22 saw the Service continue to adapt its approaches to the delivery of prevention and protection services due to the ongoing effects of the COVID pandemic.

4. **PERFORMANCE INDICATORS**

4.1 Appendix 1 details the performance against our:

- Performance Indicators covering:
 - Response, Prevention and Protection
 - People
 - Health, Safety and Wellbeing
 - Finance and Resources
- Strategic Objectives as outlined in 'Our Plan'.

Note: an issue with the Vision system has resulted in a number of incidents being duplicated. Digital and Data are currently working to remove these duplicates and as a result the figures reported in Appendix 1 may alter slightly.

4.2 Service Delivery Performance Indicators

4.2.1 Response

- PI 1 – the risk-based attendance standard; performance continues to be positive, with the targets having been met for all four categories of incident type. The performance is rated as over performance against the tolerance levels (blue).
- The average attendance time for Category 1 incidents (the most critical and important of the four categories) was 4 minutes 43 seconds in quarter four.
- Average attendance times for Category 2, 3 and 4 Incident Types remain well within their respective targets:
 - Category 2 Incident Type: 5 minutes 26 seconds (target of 7 minutes)
 - Category 3 Incident Type: 4 minutes 59 seconds (target of 10 minutes)
 - Category 4 Incident Type: 7 minutes 8 seconds (target of 20 minutes)

4.2.2 Prevention

- The performance indicators for the following areas demonstrate over

performance against the tolerance levels (blue):

- PI 2 The number of accidental dwelling fires.
- PI 10 The number of deliberate vehicle fires.
- PI 11 The number of deliberate rubbish fires.
- The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):
 - PI 3 Injuries from accidental fires in dwellings, taken to hospital for treatment.
 - PI 8 The number of deliberate fires in dwellings.
 - PI 9 The number of deliberate fires in non-domestic premises.
- The performance indicators for the following areas demonstrate under performance against the tolerance levels (red):
 - PI 5 The percentage of Safe and Well visits referred by our partners.
 - PI 6 The number of Safe and Well points achieved by the Brigade.
 - PI 12 The number of deliberate fires in derelict buildings.
- The following two performance indicators do not have a performance rating assigned:
 - PI 4 The number of deaths from accidental fires in dwellings.
 - PI 7 The number of people killed or seriously injured in Road Traffic Collisions.

4.2.3 Protection

- The performance indicator for the following area demonstrates performance is within the tolerance levels (green):
 - PI 13 The number of accidental fires in non-domestic premises.
- The performance indicator for the following area demonstrates under performance against the tolerance levels (red):
 - PI 14 – The number of false alarm calls due to fire alarm equipment

in dwellings and non-domestic premises.

4.3 People Performance Indicators

4.3.1 The performance indicators for the following areas demonstrates performance is within the tolerance levels (green):

- PI 17 – The percentage of all staff from black and minority ethnic (BAME) communities.

4.3.2 The performance indicators for the following areas demonstrate under performance against the tolerance levels (red):

- PI 15 – The percentage of employees that have disclosed their disabled status.
- PI 16 – The number of female uniformed staff.
- PI 17a – The percentage of uniformed staff from BAME communities.
- PI 18 – The average number of working days/shifts lost due to sickness (all staff).
- PI 19 – The average number of working days/shifts lost due to sickness (uniformed and Fire Control staff).
- PI 20 – The average number of working days/shifts lost due to sickness (non-uniformed employees).

4.3.3 It should be noted that the figures reported for the performance indicators related to sickness do not include COVID related absences due to the affect that such absences will have on the performance indicators and the specific approach this was required to manage these absence types. However, figures including COVID absences have been included within the comments for each performance indicator to provide further context.

4.4 Health, Safety and Wellbeing Performance Indicators

4.4.1 No targets or tolerances are set for the performance indicators for the total number of injuries or the total number of RIDDOR injuries. This is because any injury report is unwanted and the Service encourages an open reporting culture that facilitates learning and improvement.

4.5 Finance and Resources Performance Indicators

4.5.1 The performance indicator for the following area demonstrates over-performance against the tolerance levels (blue):

- PI 24 – To reduce the gas use of Fire Authority premises.

4.5.2 The performance indicator for the following area demonstrates under-performance against the tolerance levels (red):

- PI 25 – To reduce the electricity use of Fire Authority premises.

5. CORPORATE RISK

5.1 Corporate Risks are those risks that, if realised, would seriously affect the Service's ability to carry out its core functions or deliver key objectives.

5.2 In accordance with the Corporate Risk Management Strategy, all risks maintained within the Corporate Risk Register have been reviewed by Senior Risk Owners in order to update the relevant triggers, impacts and control measures and determine a relevant risk score, if appropriate, based on assessment of likelihood and impact.

5.3 A report of progress against our Corporate Risks is submitted separately to the Audit and Risk Committee.

6. EQUALITY IMPACT ASSESSMENT

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

7. LEGAL IMPLICATIONS

7.1 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.

8. FINANCIAL IMPLICATIONS

8.1 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 2021/2022 budget setting process which established a total budget requirement of £101.764 million. The cost of delivering services which contribute to the performance achievements comprise goods such as smoke alarms and staff time. The staff time includes those who are solely engaged in prevention work and

watch based staff that provide emergency response as well as prevention services.

8.2 Expenditure on smoke alarms and other supporting materials in 2021/22 is £339k

9. **ENVIRONMENTAL IMPLICATIONS**

9.1 There are no environmental implications arising from this report.

BACKGROUND PAPERS

‘Our Plan 2021-24’ Strategic Objectives.

Corporate Action Plan updates.

Corporate Risk Update Quarter 3 and 4 2021/22 (exception report).

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