

West Midlands Fire and Rescue Authority

Scrutiny Committee

**You are summoned to attend the meeting of Scrutiny Committee to be held on
Tuesday, 03 September 2019 at 14:00**

at Fire Service HQ, 99 Vauxhall Road, Nechells, Birmingham B7 4HW

for the purpose of transacting the following business:

Agenda – Public Session

- | | | |
|---|---|----------------|
| 1 | To receive apologies for absence (if any) | |
| 2 | Declarations of interests | |
| 3 | Minutes of the Scrutiny Committee held on 05.06.19 | 3 - 14 |
| 4 | WMFS Scrutiny Committee Terms of Reference (K Gowreesunker, Clerk to the Authority) | 15 - 20 |
| 5 | Dispute Resolution Report (S Warnes, Assistant Chief Fire Officer) | 21 - 40 |
| 6 | Analysis of Progress of Quarterly Performance Against The Plan Qtr 1 2019-20 (S Warnes, Assistant Chief Fire Officer) | 41 - 58 |
| 7 | Scrutiny Committee Work Programme 2019-20 (Cllr Spence, Chair) | 59 - 62 |
| 8 | Review of Safeguarding - verbal update (S Warnes, Assistant Chief Fire Officer) | |
| 9 | Training - verbal update (K Gowreesunker, Clerk to the Authority) | |

Distribution:

Nicolas Barlow - Member, David Barrie - Member, Jasbinder Dehar - Member, Manjit Gill - Member, Kerry Jenkins - Vice Chair of the Scrutiny Committee, Sybil Spence - Chairman, Patricia Young - Member

Clerk Name: Karen Gowreesunker

Clerk Telephone: 0121 380 6678

Clerk Email: Karen.Gowreesunker@wmfs.net

Agenda prepared by Stephen Timmington

Strategic Hub, West Midlands Fire Service

Tel: 0121 380 6680 email: strategichub@wmfs.net

This agenda and supporting documents are also available electronically on the West Midlands Fire Service website at www.wmfs.net

Minutes of the Scrutiny Committee

5 June 2019 at 10:00 a.m.
at Fire Service Headquarters, Vauxhall Road, Birmingham
B7 4HW

Present: Councillor Spence (Vice Chair)
Councillors Barlow, Brackenridge and Young

Apologies: Councillors Barrie, Jenkins and Tranter
S Middleton

Observer: Councillor Iqbal

14/19 Declarations of Interest in contracts or other matters

There were no declarations of interest.

15/19 Minutes of the Scrutiny Committee held on 27 March 2019

Resolved that the minutes of the meeting held on the 27 March 2019 be approved as a correct record.

16/19 Diversity, Inclusion, Cohesion and Equality Update

Jo Simmonds, People Support Manager, presented the Diversity, Inclusion, Cohesion and Equality (DICE) Update.

The Service had published its gender pay gap (snapshot date 31 March 2018). When considering all employees, the mean gender pay gap was 10.4% or £1.57 per hour. This was narrower than the previous gender pay gap (31 March 2017) which was 14.2%.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

When compared to the snapshot date of 2017, the gap for operational employees had increased slightly from 2.8% to 4.7% due to the number of female recruits employed during the reporting period.

The gap for support staff employees was 18.6% which was narrower than the 34% gap reported last year. The average hourly rate for female support staff had increased due to 23 female staff increasing their grade, compared to nine male staff.

Whilst reporting an ethnicity pay gap was not a statutory requirement, understanding the ethnicity pay gap would assist in improving the ethnic diversity of the workforce and contribute to the effective targeting of positive action. When considering all employees, the mean ethnicity pay gap was 5.2%.

Employees attended the annual national Asian Fire Service Association (AFSA) conference on November 2018. The Service, in conjunction with the Fire Service College, facilitated a workshop at the event, sharing experiences and best practice with colleagues across the sector. Additionally, employees won a number of AFSA awards including 'Outstanding Contribution to Charitable Activity', 'Charity Challenge Endeavour', and 'Charity Challenge Innovation'.

The Equality Stakeholder Strategy had now been agreed and published. The strategy outlined the terms of reference for the stakeholder groups. Intranet sites for each of the stakeholder groups was being developed and a development day was scheduled to take place.

The Stonewall Index score for 2019 had been announced and the Service was ranked 325 out of 445 organisations. This was an increase of 27 places compared to 2018.

The Service had been ranked second in the top 50 Inclusive Employers. It was the highest ranked public sector organisation in the list.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

OFFICIAL – WMFS PUBLIC

The Service had attended Birmingham 2019 Pride in partnership with the Ambulance and Police.

A variety of examples of activities undertaken across the Service was provided including food banks at the four Coventry fire stations, the continuation of the Christmas coat appeal at Ladywood Fire Station, and crews from Smethwick fire station working in partnership with the Sikh Council.

A breakdown of the workforce profile was provided. As at 1 January 2019, the Service employed 1889 employees:

- 1,395 (74%) are uniformed, 431 (23%) non-uniformed, and 63 (3%) Fire Control.
- 8% of uniformed staff are female compared to more than half of non-uniformed staff and 87% of Fire Control staff.
- 11% of all employees are from Black, Asian or Minority Ethnic (BAME) backgrounds.
- Declaration rates remain high with 95% of all employees having made a declaration regarding disability. 4% have stated that they have a disability.
- 85% of all employees have made a declaration regarding sexual orientation, however 13% have stated they 'prefer not to say'.

Further information was provided within Appendix 2 of the report.

Nine grievances had been lodged during the reporting period and there had been 21 discipline cases. There had been no trends identified relating to equality strands.

The Service had employed 91 new entrant firefighters during 2018/19. 38 (42%) were women (the target was 40%) and 21 (24%) were from Black and Minority Ethnic (BME) backgrounds (the target was 35%). The Service continued to work with the Fire Service College and attraction rates for women were currently 28% and 25% for BME.

The pre-recruitment activities that had been undertaken to support female applicants had proven to be very positive. The same approach would be introduced for BME applicants.

Staff progression of under-represented groups was a focus of the Service and female staff development sessions were planned to be held in due course.

In answer to Members' questions, the following points were raised:

- It was acknowledged that it could take a significant length of time for the gender pay gap to decrease completely, due to the gender profile of the workforce. However, the direction of travel was positive, and the pay gap was positive compared to the average pay gap across the private and public sectors.
- The Service monitored progression through the organisation. There was a focus on the progression of under-represented groups in the organisation. Staff were also supported to help them understand positive action.
- The gender pay gap did not reflect equal pay, an issue which was not present within the Service.
- The ability to provide timescales for the reduction of the gender pay gap was difficult due to the complex calculations involved in determining the gender pay gap and in forecasting future figures. It was agreed that predictive timescales would be developed to provide targets and assumptions.
- It was confirmed that unconscious bias awareness training would be delivered to all staff as the training was rolled out across the Service.
- In relation to a question asking how the Service collected data on the protected characteristics of the workforce, it was confirmed that members of staff entered information directly into the HRMIS system. It was confirmed that it was not possible to determine what an individual had declared, for example, reports extracted from the system detailed if an individual had declared or not declared, not what they had declared.

This information is marked Official - WMFS Public. It is your personal responsibility to ensure it is distributed to the appropriate people only.

- It was noted that the workplace adjustment passport was not purely to record disability related issues, but adjustments in general. It was a good tool enabling the conversation and support between staff and managers.
- Crews were encouraged to carry out school visits and People Support Services supported from the centre. The location of schools and the local population / demographics were factored in. Crews also attended careers days and other events.
- It was acknowledged that there was a need to change perceptions and to break down the barriers for under-represented groups becoming firefighters. Evidence showed that many women ruled themselves out of the job and that people from BME backgrounds did not have role models.

Resolved that the Committee noted the progress made by the Service in relation to DICE during the last six months.

17/19 Analysis of Progress of Quarterly Performance against The Plan – quarter four 2018/19

Sarah Warnes, Assistant Chief Fire Officer provided an overview of the report:

PI 1 The risk based attendance standard: the median attendance time to category one incidents during quarter four was four minutes and 38 seconds. The median attendance times for the year was four minutes 42 seconds.

PI 2 The number of accidental dwelling fires: there had been 1658 incidents, above the target of 1625, and just one incident above the upper tolerance level.

PI 3 Injuries from accidental fires in dwellings (taken to hospital for treatment): there had been 54 injuries during 2018/19. This was six injuries below the target but represented a slight increase compared to the number recorded in 2017/18.

PI 4 The number of deaths from accidental dwelling fires: four fatalities had been recorded during 2018/19. This was a

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

OFFICIAL – WMFS PUBLIC

low number especially considering the population that the Service served, however it was noted that one fatality was one too many.

PI 5 The percentage of Safe and Well visits referred by our partners: at 45.6%, performance was below the target of 55%. The reduction in referral pathways had impacted upon the number of referrals.

PI 6 The number of Safe and Well points achieved by the Service: 302,214 points had been achieved during 2018/19, above the target of 300,000 and above the upper tolerance level.

PI 7 The number of people killed or seriously injured in road traffic collisions: 785 had been recorded year to date, (although the figures were not up to date due to ongoing delays in receiving data).

PI 8 The number of deliberate fires in dwellings: 216 incidents were recorded during 2018/19, above the target of 205 although just one incident above the upper tolerance level.

PI 9 The number of deliberate fires in non-domestic premises: 121 incidents had been recorded during 2018/19, below the target of 181 and below the lower tolerance level. The number of incidents at HMP Birmingham had reduced significantly.

PI 10 The number of deliberate vehicle fires: 806 incidents had been recorded during the year, below the target of 882 and within the tolerance levels. The year on year decrease in incidents which had been observed since 2016/17 had contained.

PI 11 The number of deliberate rubbish fires: 1601 incidents had been recorded during 2018/19, below the target of 1991 and below the lower tolerance level.

PI 12 The number of deliberate fires in derelict buildings: 103 incidents had been recorded during the year, below the target of 142 and below the lower tolerance level.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

OFFICIAL – WMFS PUBLIC

PI 13 The number of accidental fires in non-domestic premises: 434 incidents were recorded during the year, above the target of 421 but within the tolerance levels.

PI 14 The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises: 5837 incidents had been recorded during 2018/19, above the target of 5317. Performance was above the upper tolerance level.

PI 15 The percentage of employees that have disclosed their disability status: 95% of staff had disclosed their disability status. The number of disclosures recording 'not stated' had dropped significantly. It was noted that in addition to the launch of the workplace adjustment passport, a wellbeing action plan and stress risk assessments would be introduced.

PI 16 The number of female uniformed staff: there were 129 female uniformed staff as of quarter four, four above target. The Service had employed 91 new entrant firefighters during 2018/19, 38 (42%) of whom were female. This was higher than the recruitment target of 40%.

PI 17 The percentage of all staff from BME communities: 11.7% of all staff were from BME communities, compared to a target of 12.3%. Performance was within the tolerance levels.

PI 17a The percentage of uniformed staff from BME communities: 10.1% of uniformed staff were from BME communities, compared to a target of 10.9%. Performance was within the tolerance levels. 21 (23%) of the new entrant firefighters employed during 2018/19 were from BME communities. This was lower than the recruitment target of 35%.

PI 19 The average number of working days / shifts lost due to sickness – uniformed and Fire Control staff: an average of 1.94 working days / shifts per person were lost due to sickness during quarter four. This was above the target and

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

OFFICIAL – WMFS PUBLIC

the upper tolerance level. 7.7 working days / shifts per person were lost due to sickness during 2018/19, which was higher than the target for the year of 6.2. The figure represented a 19% increase compared to the same period in 2017/18.

Gaps continued in the recording of reasons for absence and return to work information.

PI 20 The average number of working days / shifts lost due to sickness – non-uniformed staff: an average of 2.20 working days / shifts per person were lost due to sickness during quarter four. This was above the target but just within the upper tolerance level. 9.1 working days / shifts per person were lost due to sickness during 2018/19, which was higher than the target for the year of 6.5. The figure represented a 33% increase compared to the same period in 2017/18.

Missing data for absence reason and return to work information had increased during the quarter.

PI 21 The total number of injuries: there were 37 injuries during quarter four. There had been 128 injuries during the year, matching the yearly target and eight above the number of injuries recorded in 2017/18. It was noted that the number of injuries were low considering the type of activities undertaken across the Service.

PI 22 The total number of RIDDOR injuries: there were two RIDDOR reports during quarter four, with both injuries occurring at incidents. There were 13 RIDDOR reports during 2018/19, two below target.

PI 23 To reduce the Fire Authority's carbon emissions: performance was below target and below the lower tolerance level. A 12% reduction in carbon emissions had been observed compared to 2017/18. 92% of emissions were due to electricity, gas and diesel for appliances. There had been a 26% reduction in the amount of electricity used, and a 22% reduction in gas usage. There had been a 22% increase in the amount of diesel used.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

PI 24 To reduce gas use of Fire Authority premises: performance was below target and within the tolerance levels.

PI 25 To reduce electricity use of Fire Authority premises: performance was below target and below the lower tolerance level.

In answer to Members' questions, the following points were raised:

- The number of injuries that were a result of individuals fighting a fire indicated the importance of ongoing messaging in relation to Safe and Well checks and the reinforcement of prevention and also what to do in the event of a fire.
- The definition of vulnerable used by the Service was related to vulnerability to fire and linked to the fire statistics. Partners provided a wider understanding of vulnerability which fed into activities such as Safe and Well checks. The Safe and Well points reflected that the Service was targeting the most vulnerable people in our communities.
- In reference to deliberate fire setting, it was confirmed that the Service would always work with the Police and other agencies to identify the individual(s) and to take the appropriate enforcement action.
- Members were thanked for their offer of support to act as points of contact within their areas, providing contacts for the Service, in the event of a spike in incidents. For example, a Member had highlighted the joint work undertaken between Walsall MBC, the Police and the Service which had resulted in interventions being put in place to counter a spike in deliberate fires (actions had included notifying residents and the securing of bins).
- A Member asked if the increase in sickness absences was a result of the workforce being over-stretched. In response, it was advised that it was not believed the Service had the evidence base at the moment to suggest this. It was noted that there was a need to

This information is marked Official - WMFS Public. It is your personal responsibility to ensure it is distributed to the appropriate people only.

OFFICIAL – WMFS PUBLIC

better understand mental health in the organisation. There were a variety of elements that contributed to mental health. It was important that the stress risk assessments were implemented across the Service.

- It was agreed that the reporting and recording (or, rather the lack of) information relating to sickness including reasons for absence and return to work information needed to be focussed on. It was important that such information was recorded to ensure support was in place for individuals.
- The sickness PIs for uniformed and Fire Control staff, and non-uniformed staff had different targets as they were based upon previous performance i.e. a three year average. However, the percentage reduction was the same for both staff groups, as was the sickness policy including the triggers.
- It was agreed that further information regarding injuries would be provided in future reports. Additionally, a further breakdown of violence reports was to be provided to include the number of incidents that were reported to the Police.

Resolved that the Committee noted:

- the status of the Service's key performance indicators in the second quarter of 2018/2019
- the progress made in delivering the three strategic priorities contained in The Plan 2018-2021
- the update on the performance information system.

18/19 **Annual Report of the Scrutiny Committee**

Resolved that the Committee consider and approved the Annual Report 2018/19 for submission to the Annual General Meeting of the Fire Authority.

20/19 **Review of Safeguarding – verbal update**

It was agreed that an update on the review of safeguarding would be provided at the next meeting of the Committee.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

OFFICIAL – WMFS PUBLIC

21/19 **Scrutiny Committee Work Programme 2018-19**

The Committee noted the Work Programme for 2018/19.

The meeting finished at 12:10pm.

<p>Contact Officer: Stephen Timmington Strategic Hub West Midlands Fire Service 0121 380 6680</p>

This information is marked Official - WMFS Public. It is your personal responsibility to ensure it is distributed to the appropriate people only.

OFFICIAL – WMFS PUBLIC

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

3 SEPTEMBER 2019

1. SCRUTINY COMMITTEE TERMS OF REFERENCE

Report of the Clerk.

THAT the Committee note the amended Terms of Reference.

2. PURPOSE OF REPORT

This report is submitted for member comment and noting.

3. BACKGROUND

3.1 The terms of reference for the Scrutiny Committee were submitted to the Fire Authority at the Annual General Meeting held on 24 June 2019 (Governance of the Authority 2019/2020 – Appendix 2). The terms of reference are provided to the Committee for the purposes of familiarisation for Members. It should be noted that the terms of reference were revised with the following addition:

- To review and scrutinise strategic performance information of the Shared Fire Control on a bi-annual basis

3.2 The addition is a result of governance changes within Staffordshire Fire and Rescue Authority (with the Staffordshire Police, Fire and Crime Commissioner now responsible for Fire), and the disestablishment of the Shared Fire Control Governance Board, following agreement that future governance was to be incorporated within both Service's existing governance structures.

- 3.3 All other elements of the terms of reference remain the same as per 2018/2019.

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 and do not relate to a policy change.

5. **LEGAL IMPLICATIONS**

There are no particular legal requirements for the Authority to establish a Scrutiny Committee; it is however, considered good practice for authorities to have a vehicle through which monitoring and review of the Authority's policies and practices can be undertaken.

6. **FINANCIAL IMPLICATIONS**

There are no financial implications arising as a result of the content of this report. Advice may be provided internally by Officers at no direct cost to the Authority, supporting the Committee in its work. The Scrutiny Committee can, if required, access resources to be able to engage external professional advice where applicable.

BACKGROUND PAPERS

Governance of the Authority 2019/2020

The contact name for this report is Karen Gowreesunker, Clerk to the Authority, Strategic Enabler – Strategic Hub, telephone number 0121 380 6678.

Karen Gowreesunker
Clerk to the Authority

Scrutiny Committee – Terms of Reference

Additions are highlighted

In line with expectations set out in the Fire and Rescue National Framework the Authority has established a Scrutiny Committee to support it in achieving its strategic objectives and ensuring that its policy and budgetary framework is followed and developed to reflect the changing needs and demands in meeting its statutory obligations.

The main purpose of the scrutiny function is to:

- i) Inform Policy Development
(i.e. pre-decision scrutiny – to provide a political steer before a decision is taken/implemented. The Committee may do this by calling in matters considered at the Policy Planning Forum stage).
- ii) Hold Officers and the Service to Account
(i.e. the Committee may call-in decisions for scrutiny before they are implemented, may examine decisions that have already been implemented and may call upon officers to respond to its enquiries).
- iii) Hold the Authority to Account:
(i.e. the Committee may call-in decisions for scrutiny before they are implemented, may examine decisions that have already been implemented and may call upon relevant members to respond to its enquiries).
- iv) Conduct Reviews into Specific Issues:
(i.e. the Committee will identify matters that it wishes to conduct reviews into and call the relevant officers and members to assist it in carrying out those reviews).

In carrying out its role the Committee may look at both operational and strategic issues.

Role and Functions:

To carry out a maximum of two scrutiny reviews per annum selected by the Committee. Such reviews will be member-led and evidence based, and will produce SMART (specific, measurable,

attainable, realistic and timely) recommendations to the Authority.

To track and monitor the implementation of review recommendations that are accepted by the Authority.

To summon any officer or member of the Authority to give account in respect of reviews or any other relevant matter.

To manage, in consultation with the Strategic Enabler for Finance and Resources, a specific budget for the purpose of buying in any necessary external advice and support in connection with the reviews.

To receive and scrutinise performance information including progress against the Community Safety Strategy and 'The Plan', the Service's objectives and corporate performance indicators and review performance targets.

To review and scrutinise strategic performance information of the Shared Fire Control on a bi-annual basis.

To have responsibility for scrutiny of Diversity, Inclusion, Cohesion and Equality throughout the West Midlands Fire Service and to review policies and monitor performance in relation thereto.

To monitor and scrutinise as appropriate the Authority's People Support policies.

To monitor and scrutinise sickness levels, promotion policies and employee exit information.

To receive information and statistics on grievance monitoring and to report outcomes to the Joint Consultative Panel.

To ensure that the Authority is meeting its duties under Health & Safety and environmental and other relevant legislation.

To deal with any matters referred to it by the full Authority, the Policy Planning Forum, the Chief Fire Officer, Clerk, Monitoring Officer or Treasurer, not within its work programme.

To refer any matter for consideration by the Authority, another Committee or an officer where considered appropriate.

To submit its minutes and an Annual Report to the Authority.

In order to allow for separation of the scrutiny and decision making functions, findings and recommendations of Scrutiny reviews will be presented to the Authority by the Chair of the Scrutiny Committee. Members (excluding substitutes) of the Scrutiny Committee shall not vote on matters arising from Scrutiny reviews.

The Committee will sit in public with minimum exceptions.

In addition to its programmed meetings, the Committee will hold additional meetings, as and when required, in order to efficiently manage its workload.

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

3 SEPTEMBER 2019

1. DISPUTE RESOLUTION REPORT

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 THAT the contents of the Dispute Resolution Report for the period 1 January 2019 to 30 June 2019 are noted by the Scrutiny Committee.
- 1.2 THAT the Dispute Resolution Report noted by the Scrutiny Committee is submitted to the Joint Consultative Panel.
- 1.3 THAT the Scrutiny Committee note the proposed change in reporting dates for future reports to be submitted to the Joint Consultative Panel.

2. PURPOSE OF REPORT

To inform the Scrutiny Committee regarding the number, type and outcomes of discipline and grievance hearings and other dispute resolution including Employment Tribunal activity that have occurred during the period of 1 January 2019 to 31 June 2019.

3. BACKGROUND

- 3.1 This report provides a summary of the number, type and outcomes of disciplinary, grievance, debriefs, collective grievances and any reported failure to agree, or failure to consult.
- 3.2 Within this report we will identify any lessons learned. This considers feedback and regular discussions with Trade Unions/Representative Bodies and other employees within the Service. Feedback is also noted after case debriefs which we hold once a case has come to an end.

3.3 Discussions frequently take place at Joint Consultative Committee and monthly Joint Working Party meetings around the application of case management policy.

- 3.4 It is proposed that there is a change in reporting dates for future reports that are aligned to the dates for other performance management data. This would be a change to April to September and the October to March for future reports.

4. **SUMMARY OF CASES**

Grievances

5 grievances were received during this reporting period.

5 of the grievances related to working practices.

Whilst there were discussions that took place to look to resolve these matters informally, 4 of these grievances went to a formal hearing.

- A grievance submitted around the substantiation of role was resolved in the informal stage, grievance was not upheld.
- A grievance submitted by an employee around the application of the attendance management policy was resolved in the first formal meeting and elements of the grievance were upheld. There was no appeal.
- A grievance was submitted around the reversion of a temporary promotion this grievance was not upheld and the employee appealed. The grievance outcome was upheld at the appeal stage.
- There is a current grievance that is subject to appeal relating to the cancellation of a period of leave. The outcome of this appeal will be included in the next reporting period.

There were two outstanding grievances from the previous reporting period and both of these were concluded in the first formal meeting and there were no appeals submitted.

The Service is not in receipt of any Employment Tribunals that are related to the grievances above.

The grievances received were from Grey Book employees, 3 male and 2 female employees. Following analysis of the equality data there has been no impact on any specific group. Please refer to Appendix 1 which has a full breakdown of the equality data for each case.

Business Partners work very closely with line managers to identify any concerns at the earlier stages, which helps resolve issues informally.

Monthly breakdown on all grievance cases are given at the Joint Working Party which is attended by trade unions and the relevant managers.

Disciplinary

There were 10 cases (5 at gross misconduct and 5 at misconduct) detailed as follows:

- 2 of the gross misconduct cases were investigations into allegations of sexual harassment, 1 case is still ongoing and 1 case resulted in a final written warning and a compulsory transfer. There was no appeal received.
- 1 gross misconduct investigation was relating to the failure of a 'with cause' test in the workplace relating to alcohol. A 'with cause' test is where an external company are brought in where there is a cause to believe that the employee has attended work under the influence of drugs or alcohol. This resulted in a final written warning. There was no appeal received.
- 1 gross misconduct investigation is ongoing and relating to inappropriate behaviours towards colleagues, this is at the investigation stage.
- 1 gross misconduct investigation related to the inappropriate use of Fire Service property and breach of procedures. This resulted in a final written warning. There was no appeal

received.

- 1 of the misconduct investigations relates to an appliance that was made unavailable, following an investigation a decision was taken to manage this case through local performance management.
- 1 of the misconduct investigations related to a period of AWOL where a person was absent from work without leave, this went to a hearing. This resulted in a final written warning. There was no appeal received.
- 1 of the misconduct was relating to the breach of the staffing guidelines and organisational policy. This resulted in a 12-month written warning. There was no appeal received.
- 2 of the misconduct investigations are still in the investigation stage and relate to a breach of the organisational policy and procedures relating to working time and the other case relates to persistent lateness.

Debriefs are being and feed into the Service's debrief process through organisational intelligence which looks to identify trends and also informs change to policy and practice.

7 of the disciplinary cases involved male employees and 3 related to female employees, with a variance of ages, race and religion. There has not been any impact on any particular group. Please refer to Appendix 1 which has the full breakdown of equality data for each case.

People Support Services work very closely with the managers and trade unions and resolve issues at the very early stages. New managers are buddied up when dealing with any disciplinary investigations which supports their development.

Monthly breakdown on all disciplinary cases are given at the Joint Working Party which is attended by Trade Unions and the relevant managers.

People Support Services Business Partners have regular meetings, discussions and dialogues with Trade Unions to keep them informed on any issues and to help resolve at the earlier stages

which will stop them developing into disciplinary or grievances.

5. **EMPLOYMENT TRIBUNALS**

The Service during this reporting period has received no Employment Tribunal Claims.

The Service is currently managing 2 Employment Tribunals from the previous reporting periods.

6. **DEBRIEFS AND LEARNING OUTCOMES**

Following the analysis of trends from the debriefs from this period and outcomes of previous debriefs, there has been an agreement with management and Trade Unions to hold a Joint Working Party to specifically look at the amendments and enhancements that have been identified.

The outcomes of the debriefs have not to date identified areas where a change to the policy is required, but there are a number of areas where the guidance/toolkits provided to managers need to be enhanced. Specific examples of areas for shared development in the above Joint Working Party with the Trade Unions include:

- the process for undertaking a management investigation prior to a formal process;
- the management and welfare of employees who are either off sick or suspended, including specific definition around the roles and responsibilities of the welfare officer; and
- a process for determining where there is a case that falls outside of business as usual and more resources are required for all key stakeholders.

It is proposed that the first meeting will be held in September 2019.

7. **POLICIES AND PROCEDURES**

The Disciplinary policy and the Grievance policy are available for all employees on MESH. Trade unions and stakeholders have been fully involved when making any changes to this policy.

The Service has recently provided management training on a range

of people management training including discipline and grievance, this was available to all supervisory managers and a supporting training package has been developed.

8. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The Service's policies that are applied in all case management have been subject to full Equality Impact Assessments.

9. **LEGAL IMPLICATIONS**

There are no direct legal implications arising from this report.

10. **FINANCIAL IMPLICATIONS**

There are no financial implications to this report.

BACKGROUND PAPERS

Disciplinary Policy 2/1

Grievance Policy 2/2

Previous JCP reports Dispute Resolution Reports 0-18 and Review of Case Management Debriefs.

The contact officer for this report is Sarah Warnes, Assistant Chief Fire Officer, Strategic Enabler (People) 0121 380 6907.

PHIL LOACH
CHIEF FIRE OFFICER

Appendix 1**Discipline Equality Monitoring**

Gender:	Male 7	Female 3
Age:	30-39	2
	40-49	6
	50-59	2
Ethnicity:	White British	7
	Black British	2
	Mixed White and Black Caribbean	1
Sexual Orientation:	Heterosexual	8
	Prefer not to say	2
	Gay/Lesbian	0
Disability:	Prefer not to say	1
	No	9

Grievance Equality Monitoring

Gender:	Male 3	Female 2
Age:	30-39	0
	40-49	4
	50-59	1
Ethnicity:	White British	5
Sexual Orientation	Heterosexual	4
	Gay/Lesbian	1
Disability:	No	5

<u>Dispute Resolution Summary</u>														
		Types of Grievance					Level				Outcomes			
Date of Report	No of Grievances	Work Practice	Bullying/ Harassment	Org Change	Other	No of Discipline Investigations	Gross Misconduct	Misconduct	Other	No of Discipline Hearings	Dismissal	Final Written Warning	Written Warning	No Formal
Apr-13	17	2	4	6	5	12	8	1	3	4	2	2	0	0
Sep-13	7	2	2	3	0	8	5	2	1	8	5	1	0	1
Apr-14	7	0	0	6	1	15	14	1	0	4	1	2	1	0
Sep-14	13	0	9	4	0	21	20	1	0	9	2	5	2	0
Mar 15	8	0	3	5	0	13	13	0	0	15	4	4	3	4
Oct 15	3	0	1	2	0	4	4	0	0	2	2	0	0	0
Mar 16	8	2	4	1	1	4	4	0	0	2	0	1	1	0
Aug 16	11	7	3	1	0	30	22	8	0	8	1	1	2	16
Mar 17	4	0	3	1	0	9	8	1	0	7	4	1	2	2
Sept 17	2	1	0	1	0	13	13	0	0	3	0	0	2	1

Mar 18	6	4	2	0	0	8	7	1	0	5	1	0	4	0
Oct 18	5	5	0	0	0	14	11	3	0	9	2	6	1	0
Aug 19	5	5	0	0	0	10	5	5	0	4	0	4	0	0



Grievances

West Midlands Fire and Rescue Service



Scrutiny Committee

3rd September 2019

Report of: The Chief Fire Officer

Audience: Scrutiny Committee

Content: Grievance, Disciplinary, Employment Tribunal activity & Other dispute resolution.

Dates covered: 1 January 2019 – 30 June 2019



Tribunals Service

Purpose of this report:

To inform the Scrutiny Committee about the number, type and outcomes of discipline and grievance hearings and other dispute resolution including Employment Tribunal activity which have occurred during the period of 1 January 2019 to 30 June 2019.



9 Protected Characteristics





5 Grievances lodged from January – June 2019

5 Grievances related to Working Practices

4 went to a formal hearing

GRIEVANCES

AGE

30-39 = 0 employees
40-49 = 4 employees
50-59 = 1 employee

Religion

1 Christian
0 prefer not to say
4 = none
0 = not stated



0 employees



Gender Re-assignment

0 employees



Sexual Orientation

Heterosexual = 4 employees
Gay/Lesbian = 1 employee

Male employees 3



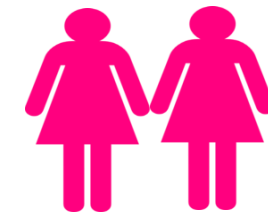
0 employee has
declared a disability



5 employees married



5 employees British white



2 female employees

DISCIPLINARY

10 Cases under Discipline

5 Cases investigated under
Gross Misconduct

=

3 went to a formal hearing
2 are still ongoing

5 Case investigated under Misconduct

=

1 went to a formal hearing
1 outcome was to manage through local performance
3 are still ongoing

Outcomes of the **4** Hearings

0 – No formal action

0 – Written Warning

4 – Final Written Warning

0 –

DISMISSAL

0 – Appeals received

DISCIPLINARY

AGE

30-39 **2 employees**
40-49 – **6 employees**
50-59 - **2 employees**

Religion

2 = Prefer not to state
6 = Christian
2 = None



0 employees



Gender Re-assignment

0 employees



Sexual Orientation

8 employees – Heterosexual
2 employees – prefer not to state

7 British white

2 British black

1 Mixed white & black

0 disability



6 employees married
1 Living together
3 Single



7 male employees



3 female employees



DISMISSED

**There has been ZERO employees
dismissed within this reporting period:**



Tribunals Service



The Service has received **0**
Employment Tribunal Claims.

Dispute Resolution Summary															
			Types of Grievance					Level				Outcomes			
Report No.	Date of Report	No of Grievances	Work Practice	Bullying/ Harassment	Org Change	Other	No of Discipline Investigations	Gross Misconduct	Misconduct	Other	No of Discipline Hearings	Dismissal	Final Written Warning	Written Warning	No Formal
5	Apr-13	17	2	4	6	5	12	8	1	3	4	2	2	0	0
6	Sep-13	7	2	2	3	0	8	5	2	1	8	5	1	0	1
7	Apr-14	7	0	0	6	1	15	14	1	0	4	1	2	1	0
8	Sep-14	13	0	9	4	0	21	20	1	0	9	2	5	2	0
9	Mar 15	8	0	3	5	0	13	13	0	0	15	4	4	3	4
10	Oct 15	3	0	1	2	0	4	4	0	0	2	2	0	0	0
11	Mar 16	8	2	4	1	1	4	4	0	0	2	0	1	1	0
12	Aug 16	11	7	3	1	0	30	22	8	0	8	1	1	2	16
13	Mar 17	4	0	3	1	0	9	8	1	0	7	4	1	2	2
14	Sept 17	2	1	0	1	0	13	13	0	0	3	0	0	2	1
15	Mar 18	6	4	2	0	0	8	7	1	0	5	1	0	4	0
16	Oct 18	5	5	0	0	0	14	11	3	0	9	2	6	1	0
17	Aug 19	5	5	0	0	0	10	5	5	0	4	0	4	0	0

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

3 SEPTEMBER 2019

1. **AN ANALYSIS OF PROGRESS OF QUARTERLY PERFORMANCE AGAINST 'THE PLAN' – QUARTER ONE 2019/20**

Report of the Chief Fire Officer.

RECOMMENDED

- 1.1 THAT the Committee note the status of the Service's key performance indicators in the first quarter of 2019/20 (Appendix 1).
- 1.2 THAT the Committee note the progress made in delivering the three strategic priorities contained in 'The Plan' 2019-2022 (Appendix 1).
- 1.3 THAT the Committee note the update on the performance information system detailed in section 5 of this report.

2. **PURPOSE OF REPORT**

This report is submitted to provide the Committee with an analysis of the organisation's performance against 'The Plan' for 2019-2022.

3. **BACKGROUND**

The first Quarterly Performance Review meeting of 2019/20 was held on 30 July 2019. This quarterly meeting, members of the Strategic Enabling Team and other key stakeholders, provides a joined-up method of managing performance and provides assurance around the ongoing performance of 'The Plan'.

4. **PERFORMANCE INDICATORS**

- 4.1 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.

4.2 The performance indicators remain the same as per 2018/19. Graduated tolerances continue to be used, following their introduction in 2017/18. Graduated tolerances assist when the numbers are small at the beginning of the year, with a larger tolerance allowed in quarter one which decreases when it gets to quarter four. This aids the interpretation of the performance indicators, particularly in situations where the numbers are only marginally above target.

4.3 Appendix 1 details the performance against our:

- Performance Indicators covering:
 - Response, Prevention and Protection
 - People
 - Safety, Health and Environment
- Strategic Objectives as outlined in 'The Plan' and milestones due for completion within the year 2019/20.

4.4 Service Delivery Performance Indicators

4.4.1 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).
- Average attendance times for Category 1 incidents (the most critical and important of the four categories) is 4 minutes 39 seconds in quarter one, a one second increase compared to the previous quarter.
- Average attendance times for Category 2, 3 and 4 Incident Types remain well within their respective targets:
 - Category 2 Incident Type: 5 minutes 25 seconds (a decrease of one second) – the target is under 7 minutes.
 - Category 3 Incident Type: 4 minutes 54 seconds (a decrease

of four seconds) – the target is under 10 minutes.

- Category 4 Incident Type: 6 minutes 56 seconds (an increase of twenty seven seconds) – the target is under 20 minutes.

4.4.2 Prevention:

- The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):
 - PI 2 The number of accidental dwelling fires.
 - PI 8 The number of deliberate fires in dwellings.
 - PI 9 The number of deliberate fires in non-domestic premises.
 - PI 10 The number of deliberate vehicle fires.
 - PI 11 The number of deliberate rubbish fires.
- The performance indicators for the following areas demonstrate under performance against the tolerance levels (red):
 - PI 3 Injuries from accidental fires in dwellings, taken to hospital for treatment.
 - 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.

4.4.3 Protection:

- The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):

- PI 13 – The number of accidental fires in non-domestic premises.
- PI 14 – The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises.

4.5 People Support Services Performance Indicators

4.5.1 The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):

- PI 15 – The percentage of employees that have disclosed their disabled status.
- PI 16 – The number of female uniformed staff.
- PI 17 – The percentage of all staff from black and ethnic minority (BME) communities.
- PI 17a – The percentage of uniformed staff from BME communities

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

- 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).

4.6 Safety, Health and Environment Performance Indicators

4.6.1 There are two areas where under performance has been demonstrated against the tolerance levels (red):

- PI 21 – The total number of injuries
- PI 22 – The total number of RIDDOR injuries.

4.6.2 The following performance indicators are all reported on an annual basis (in quarter four):

- PI 23 – To reduce the Fire Authority's carbon emissions
- PI 24 – To reduce the gas use of Fire Authority premises.

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

5. **PERFORMANCE MANAGEMENT SYSTEM**

- 5.1 The InPhase performance management system has now been implemented and continues to be embedded across the organisation. It is envisaged that InPhase will continue to be further developed where applicable.
- 5.2 Full engagement with staff and departments across the organisation continues with InPhase, ensuring the involvement of all key stakeholders and end users.
- 5.3 3PT is an acronym for a layered approach to portfolio, programme, project, and task management.
- 5.4 Development of the 3PT infrastructure as a project itself has been completed. It is now being embedded across the Service to manage performance in a project environment as work streams are identified for implementation.

6. **CORPORATE RISK**

- 6.1 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.
- 6.2 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.
- 6.3 A report of progress against our Corporate Risks is submitted separately to the Audit and Risk Committee.

7. **EQUALITY IMPACT ASSESSMENT**

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.

8. **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.

9. **FINANCIAL IMPLICATIONS**

- 9.1 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 2019/2020 budget setting process which established a total budget requirement of £96.778 million. As at the end of June 2019 actual expenditure was £22.966 million compared to a profiled budget of £22.992 million resulting in a £0.026 million underspend.
- 9.2 The delivery of services which contribute to the performance achievements comprise of 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.
- 9.3 The full year budget for smoke alarms and other supporting materials in 2019/2020 is £326,000. Actual expenditure as at the end of June 2019 was £85,400. Expenditure for the first quarter is in line with the profiled budget.

10. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

BACKGROUND PAPERS

'The Plan 2019-22' Strategic Objectives.

Corporate Action Plan updates.

Corporate Risk Position Statement Quarter 1 2019/20 (exception report).

The contact name for this report is Sarah Warnes, Assistant Chief Fire Officer, Strategic Enabler - People, telephone number 0121 380 6907.

PHIL LOACH
CHIEF FIRE OFFICER


APPENDIX 1
Item 6**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) 		

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

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>		

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

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%.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

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>	

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

- 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.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

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.

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

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>		

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.



People Support Services

PI 15		<p>The percentage of employees that have disclosed their disabled status</p> <p>Target: 100% (90% - 100%)</p> <p>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)</p> <p>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>

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.


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>		

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.





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>		

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

Safety, Health and Environment

PI 21		<p>The total number of injuries Forecast YTD: 32 (30 – 35) Actual to date: 41 Under performance against the tolerance levels</p>
<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>		

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

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.		

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

**WEST MIDLANDS FIRE AND RESCUE AUTHORITY
SCRUTINY COMMITTEE WORK PROGRAMME 2019/20**

Date of Meeting	Item	Responsible Officer	Completed
2019			
3 September 2019	Analysis of Progress of Corporate Performance against The Plan for Quarter 1 2018/2019 Dispute Resolution Monitoring Consideration of Work Programme	ACFO Strategic Enabler - People ACFO Strategic Enabler - People Chair of Scrutiny Committee	
7 October 2019	TBC		
11 November 2019	Analysis of Progress of Corporate Performance against The Plan for Quarter 2 2018/2019 Diversity, Inclusion, Cohesion & Equality Update Fire Control Performance Report	ACFO Strategic Enabler - People ACFO Strategic Enabler – People ACFO Strategic	

This information is marked Official - WMFS Public. It is your personal responsibility to ensure it is distributed to the appropriate people only.

		Enabler – People	
2020			
Date of Meeting	Item	Responsible Officer	Completed
24 February 2020	Analysis of Progress of Corporate Performance against The Plan for Quarter 3 2018/2019	ACFO Strategic Enabler - People	
24 March 2020	Dispute Resolution Monitoring Report	ACFO Strategic Enabler - People	
	Consideration of the Annual Report of the Scrutiny Committee	Chair of Scrutiny Committee	
2 June 2020	Analysis of Progress of Corporate Performance against The Plan for Quarter 4 2018/2019	ACFO Strategic Enabler - People	
	Diversity, Inclusion, Cohesion & Equality Update	ACFO Strategic Enabler - People	
	Fire Control Performance Report	ACFO Strategic Enabler - People	
	Annual Report of the Scrutiny Committee	Chair of Scrutiny	

This information is marked **Official - WMFS Public**. It is your personal responsibility to ensure it is distributed to the appropriate people only.

		Committee	
--	--	-----------	--

To report as appropriate:

- Updates on the review of safeguarding

Note: separate meetings of any review working group are to be scheduled if and when required

This information is marked Official - WMFS Public. It is your personal responsibility to ensure it is distributed to the appropriate people only.

September 2019

