

West Midlands Fire and Rescue Authority

Scrutiny Committee

**You are summoned to attend the meeting of Scrutiny Committee to be held on
Monday, 04 September 2017 at 12:30**

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 12 June 2017 | 3 - 12 |
| 4 | Scrutiny of Positive Action and Firefighter Recruitment | 13 - 16 |
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| 8 | Scrutiny Committee Work Programme 2017-18 | 57 - 60 |

Distribution:

David Barrie - Member, Greg Brackenridge - Member, Peter Hogarth - Member, Peter Male - Member, Catherine Miks - Member, Sybil Spence - Member, Chris Tranter - Chairman, Ann Young - Member

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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

12 June 2017 at 12:30 p.m.
at Fire Service Headquarters, Vauxhall Road, Birmingham

Present: Councillor Spence (Vice-Chair),
Councillors Barrie, Clinton (substitute for Cllr Dad),
Singh (substitute for Cllr Hogarth), Skinner, and Young

Apologies:

Councillors Brackenridge, Dad, Hogarth, and Tranter

Observer:

Nil

13/17 **Declarations of Interests**

There were no declarations of interest.

14/17 **Minutes of the Scrutiny Committee held on 27 March 2017**

Resolved that the minutes of the meeting held on 27 March 2017, be approved as a correct record.

15/17 **Analysis of Progress of Quarterly Performance against 'The Plan' – Quarter 4 2016-17**

Gary Taylor - Assistant Chief Fire Officer (Director Service Delivery) gave an update on the end of year performance:

Response

PI 1 The Risk Based Attendance Standard

- The end of year performance gave an average time of 4 minutes and 44 seconds.
- Presented within the report the median attendance time to high-risk ('Cat 1') incidents in quarter four was 4 minutes 51 seconds, an increase of 11 seconds compared to the previous quarter.

- Quarter 4 was a challenging time due to the time of year and dark mornings.
- The overall assessment of performance showed there was an over performance against the tolerance levels, but the Service is still trying to improve.

It was noted that the year-end figure of 4 minutes 44 seconds would be included within the report and appendix. The respective sections have been updated and included as an addendum to these minutes.

Prevention

PI 2 The Number of Accidental Dwelling Fires

PI 3 Injuries from Accidental Fires in Dwellings

- Nationally PI 2 and PI 3 had plateaued
- Nationally there had been an increase in PI 3 but within the Service there had been a decrease – this had been a really good news story.

PI 4 The Number of Deaths from Accidental Dwelling Fires

- There were 13 fatalities at accidental dwelling fires in 2016/17, including four in quarter four
- This was a relatively low figure but the Service was looking to bring it down to single figures and then zero.
- One incident was completely preventable which involved a vulnerable person who had fallen asleep near a heater within a caravan.
- Suicides are not reported but there is a need to change the way the Service views this, as suicidal incidents are linked to mental health and are preventable.

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

- In PI 5 44.4% of Safe and Well visits during quarter four were a result of partner referrals, (42.2% overall for the year).
- The number of Safe and Well points achieved during quarter four were 15.4% above target, and the overall total for the year was 19.7% over the target for 2016/17.
- The average number of points per visit was 8.25 for the quarter and 8.08 for the year.
- Most vulnerable cases had been identified through the Service's partners.

- One visit to a vulnerable person has had more impact than carrying out five normal 'Safe and Well' visits.
- Evidence suggested that elderly people felt more confident following a 'Safe and Well' visit, as the average 'Safe and Well' visit lasts up to two hours and provides information around fire, safety within the home and wellbeing.

The Assistant Chief Fire Officer gave credit to the Scrutiny Committee group, for supporting the organisation review its partnerships arrangements.

PI 7 The Number of People Killed or Seriously Injured (KSI) in Road Traffic Collisions

- The number of 'KSI' had significantly increased.
- West Midlands Police have replicated a road safety team similar to that of the Service and would be linking in with the Service to enable a joined up approach.
- The Mayor now had a responsibility for roads and infrastructure.

The Assistant Chief Fire Officer was keen to work with the West Midlands Combined Authority.

PI 11 Arson Rubbish Fires

An increase had been predicted due to 'wheelie bins', but fortunately this had proven to not be the case.

A member asked if burning rubbish was illegal.

In response to the question it was advised burning rubbish was illegal and the Service encourages people to attend organised bonfire events.

For clarification burning garden waste is not illegal but bonfires are illegal under the Environment Act, due to the smoke caused from the burning products.

Although the Service does not class these incidents as arson, such incidents did have an impact on the environment. The Service cannot enforce but will work with families to try and deter them from burning rubbish.

PI 13 The number of accidental fires in non-domestic premises

PI 14 The number of false alarm calls due to fire alarm equipment

- The Business Support Vehicles (BSV's) had been revolutionary in reducing PI 14, and at the same time enabling appliances to be

available for service delivery. This was an idea which came from staff within the Service's Fire Safety department.

- Other Fire and Rescue Services were now looking at purchasing similar types of vehicles.
- BSV's will attend all false alarms and Fire Safety Officers will try and influence a change in behaviours.
- Overall the end of year performance had been positive and the Service would continue to address the arson indicators.

A member highlighted the on-going issue with rented properties and the length of time it takes for the Housing Department to renovate the property and move in new occupiers, once properties have been vacated.

In response to the issues it was advised information packs are being tailored for each Fire Authority member with contact information and will include details specific to areas.

The Assistant Chief Fire Officer asked if there were any more questions.

The members thanked the Assistant Chief Fire Officer for the end of year update on performance.

The Assistant Chief Fire Office left the meeting.

Sarah Warnes - The Strategic Enabler for People Support Services gave an update on the performance indicators for people support services.

PI 15 The Percentage Of Employees that Have Disclosed Their Disabled Status

- A target of 100% had been set for the disclosure of disability, the Service had achieved a disclosure rate of 92%.
- There had been a good direction of travel with a significant increase of disclosure.
- It was noted in some cases; declaration had not been made due to system error.
- The Service had been targeting members of staff who had not declared through their line managers and would continue to raise awareness of managing disability.

A member asked how the Service would know when 100% declaration had been achieved.

In response to the question it was advised that a report was produced every month to monitor disclosure.

A member asked how members of staff disclosed their disability status.

In response to the question it was advised there are a number of ways; either upon employment, within a selection process, or via targeting through line managers.

A member asked if physical disabilities included mental health.

In response to the question it was advised there is a wide range of disabilities which are monitored.

A member asked if the Service could help with mental health.

In response to the question it was advised that the Service would help, through line managers who are able to support individuals and put in place reasonable adjustments. The Service also had many support mechanisms through Occupational Health and had carried out a lot of work to raise awareness with regards to mental health and wellbeing.

Following the recent Dyslexia campaign there was a significant number of people who had disclosed.

A member asked if the Service had support in place for operational Fire Fighters and dealing with incidents.

In response to the question it was advised the Service provides a good level of support for staff dealing with incidents, such as defusing sessions, post incident debriefs along with cognitive behavioural therapy and counselling.

PI 16 The Number of Female Uniformed Staff

- It was reported there were 75 female uniformed staff within the Service (a reduction of three in the last 12 months).
- Positive action had been used during recruitment campaigns to encourage women to apply for the role of Fire Fighter.

A member asked why three women had left the service.

In response to the question it was advised two women had returned to Hereford and Worcester Fire and Rescue Service and one woman had left the Service for a career break.

PI 17 The Percentage of all Staff from Ethnic Minority Communities

- The performance was recorded within the tolerance levels.
- It was noted the percentage of staff from ethnic minority communities had been reasonably static due to a recruitment freeze.

PI 18 The Average Number of Working Days/Shifts Lost Due to Sickness – Uniformed Employees

- An average of 6.5 days was lost to sickness in 2016/17 which was a 6% increase compared to the previous 12 months.
- An under performance was recorded against the tolerance levels.
- The causes of sickness would continue to be monitored on a case by case basis to manage effectively.
- Tolerance levels for the number of sick days would be reduced from eight days to six days.
- The number of staff on restricted duties would be reviewed to identify if duties can be modified to enable staffing.

PI 19 The Average Number of Working Days/Shifts Lost Due to Sickness – Non-Uniformed and Fire Control Staff

- An average of 7.7 days was lost to sickness in 2016/17. This was a 13% increase compared to the previous 12 months.
- Non-Uniformed sickness was 7.2 days and Fire Control sickness was 11.6 days.
- An under performance was recorded against the tolerance levels.

PI 20 The Average Number of Working Days/Shifts Lost Due to Sickness – All Staff

- An under performance was recorded against the tolerance levels

There were no further questions from the members.

PI 21 The Total Number of Injuries

- The total number of injuries for quarter four were below target and the overall number of 131 for the year was the same as last year and the joint lowest level on record for the Service.

PI 22 The Total Number of RIDDOR Injuries

- An over performance was recorded against the tolerance levels.

The Strategic Enabler for People Support Services informed the Service had received a Workplace Wellbeing Charter Award.

The Chair asked for the good news item to be included within the end of year summary report.

PI 23 to Reduce the Fire Authority's Carbon Emissions

- An over performance was recorded against the tolerance levels

PI 24 to Reduce Gas Use of Fire Authority Premises

- An over performance was recorded against the tolerance levels

PI 25 to Reduce Electricity Use of Fire Authority Premises

- An over performance was recorded against the tolerance levels

Evidence suggested that there had been a good focus within the Service over the last ten years to reduce its carbon footprint and to reduce the use of gas, electric and heating on fire stations.

The Service will continue to reduce its carbon footprint.

There were no further questions from the members.

16/17 **Diversity, Inclusion, Cohesion and Equality (DICE) Update**

Sarah Warnes, Strategic Enabler People Support Services, provided an update on the recent 'DICE' activities.

- It was noted there were over 3,000 Community Members from a wide range of ethnic groups.
- The Service had received feedback from Community Members to help understand the potential barriers with applicants from underrepresented groups.
- The Service had set up a partnership with Job Centre Plus (JCP) to work with underrepresented groups across West Midlands to promote the Fire Service as a viable career and to support individuals through to application stage.
- The Service had recently attended 'Birmingham Pride' to promote the Services recruitment opportunities.
- The Service's 'DICE' team had been looking at areas for improvement following the 'Stonewall' assessment, focusing on declaration on sexual orientation in support of Lesbian Gay Bisexual Transgender (LGBT).

A member asked if the Service needed to know someone's sexual orientation.

In response to the question it was advised that it was not essential for the Service to know but it was important people felt safe enough to declare should they choose to do so.

- There will be 'DICE' Stations within the Service to promote 'DICE' within their local communities.
- The Service was looking to produce a Transgender policy.
- Staff within the Service would be attending the 'Women in the Fire Service Networking' event which was taking place 16th – 18th June 2017 which supports personal development.

- The 'DICE' team delivering the development and understanding of unconscious bias within the service.

There were no further questions from the members and the Chair thanked the People Support Manager for the report.

The members thanked Cllr Skinner for his commitment on the committee.

Cllr Skinner left the meeting.

17/17 **Positive Action and Firefighter Recruitment Scrutiny Review**

Joanne Simmonds, People Support Manager, provided a presentation on positive action and Firefighter recruitment:

- The vision of the Service was to be truly representative of the communities it served.
- There was a need to start to understand the feedback from support groups.
- Historically, BME groups and women were likely to be unsuccessful compared with white males, so the Service will ensure the attraction pool is increased.
- The Service would run an on-going recruitment process to enable sustained positive action.
- Social media was a cost effective and powerful tool and would be used to its full potential.
- The Service had been working with local colleges to promote recruitment.
- Recruitment 'Taster Days' would be held within communities.
- The Service would be continuing to work in partnership with 'JCP' to attend career events.
- The tracking of candidates from 'start to finish' would commence to understand why if candidates have been unsuccessful.
- The Service would be asking West Midlands Police about their selection process for shared learning.

The Committee noted the information in the report and the presentation.

The Committee requested a further update to be provided in due course.

There were no further questions from the members and the Chair thanked the People Support Manager for the presentation.

18/17 **Annual Report of the Scrutiny Committee 2016-17**

Resolved that the Committee approved the Annual Report. The Annual Report would be submitted to the Fire Authority on the 26th June 2017 for noting.

19/17 **Scrutiny Committee Work Programme 2016-17**

The committee noted the progress of the work programme for 2016/17.

Meeting ended at 13.50 p.m.

Contact Officer: Emma Millington Administration West Midlands Fire Service 0121 380 7510

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

4 SEPTEMBER 2017

1. SCRUTINY OF POSITIVE ACTION AND FIREFIGHTER RECRUITMENT

Report of the Chief Fire Officer

RECOMMENDED

THAT Scrutiny Committee agrees the working group and approach to engagement

2. PURPOSE OF THE REPORT

To identify the working group for the review of positive action and firefighter recruitment, and agree the approach for the engagement of the group.

3. BACKGROUND

- 3.1 Scrutiny Committee has undertaken to review and evaluate our approach to positive action and firefighter recruitment.
- 3.2 West Midlands Fire Service (WMFS) will ensure that effective strategies are embedded to support the achievement of equality outcomes for its diverse communities and workforce. WMFS seeks to ensure that its workforce is representative of the communities it serves.
- 3.3 The review is intended to provide a clear indication of the effectiveness of our positive action approach as well as review our selection practices and processes. This will include an opportunity to review the approach taken by other organisations as well as consideration of external support to provide a new approach.

- 3.4 Previously, at the meeting held on 12 June 2017, Scrutiny Committee were provided with an update with regard to recent activity and the programme of positive action initiatives being undertaken.
- 3.5 WMFS has commenced the exploring of options with associated costs to provide efficient and effective value of resources. These will be progressed with members of the working group post establishment.
- 3.6 A further update will be provided to Scrutiny Committee in November 2017.

4. EQUALITY IMPACT ASSESSMENT

The activity outlined in this report will require detailed analysis of a range of equality data including all of the protected characteristics.

5. LEGAL IMPLICATIONS

The recommendations outlined in this report assists us to fulfil our duties under the Equality Act 2010 particularly to advance equal opportunities and eliminate behaviours that are unlawful under the Act.

6. FINANCIAL IMPLICATIONS

Funds to support this work have been identified through the Scrutiny work programme. Early engagement has been had with Equal Approach and costs associated with this work have been identified through their proposal. The cost of five days consultancy at £750 per day will equate to £3750.00

7. ENVIRONMENTAL IMPLICATIONS

There are no environmental implications arising from this report.

BACKGROUND PAPERS

Scrutiny Review Scoping Document – Scrutiny of Positive Action and Firefighter Recruitment

Scrutiny Committee Report of 12 June 2017 – Positive Action and Firefighter Recruitment Scrutiny Review

The contact name for this report is Sarah Warnes, Strategic Enabler People, contact number 07973 810813.

PHIL LOACH
CHIEF FIRE OFFICER

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

4 SEPTEMBER 2017

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 2017 to 30 June 2017 are noted.
- 1.2 THAT the contents of the Dispute Resolution report is 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 2017 to 30 June 2017.

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. Discussions frequently take place at Joint Consultative Committee and monthly Joint Working Party meetings.

4. **SUMMARY OF CASES**

4.1 **Grievances:**

- Two grievances were received. The first grievance was resolved and no appeal was lodged. The second grievance was a collective grievance which was heard by an independent manager and not upheld. No employment tribunal claims have been submitted. This is the lowest number of grievances recorded since March 2011.
- Both individual and collective grievances lodged were from male Grey Book employees. There has been no impact on any particular group. Appendix 1 provides the information for dispute resolution for the period of 1st January – 30th June 2017.
- Business Partners work closely with line managers to identify any concerns at the earlier stages which helps resolve issues informally.
- Monthly breakdown on all grievance cases are considered at the Joint Working Party which is attended by Trade Unions and the relevant managers.

4.2 **Disciplinary:**

There were 13 cases detailed as follows:

- A single incident from 1 station which resulted in 10 disciplinary investigations; these was fully investigated and resulted in no formal action.
- Two hearings resulted in a 6-month written warning and did not go to an appeal.
- The third resulted in no formal action.
- All but 1 disciplinary case involved male employees with a difference of ages, race and religion. There has not been any impact on any particular group. Please refer to Appendix 1 which has the detail.
- 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 Service's Business Partners have regular meetings, discussions and dialogues with Trade Unions to keep them informed on any issues and to help resolve at an early stage which will stop developing into disciplinary or grievances.

5. **POLICIES & PROCEDURES**

- 5.1 Disciplinary Standing Order is currently under formal consultation with Joint Consultative Committee members. Trade Unions and staff have been fully involved when making any changes to this Standing Order.
- 5.2 Grievance Standing Order has been reviewed and consulted on. Trade Unions have been fully involved whilst being under review and consultation.

6. **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.

7. **LEGAL IMPLICATIONS**

There are no direct legal implications arising from this report.

8. **FINANCIAL IMPLICATIONS**

There are no financial implications to this report.

9. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications to this report.

10. **TRADE UNION CONSULTATION**

All cases are shared and discussed on a monthly basis at the Joint Working Party meeting.

BACKGROUND PAPERS

Disciplinary Standing Order 2/1, Grievance Standing Order 2/2
Previous JCP reports '01' to '10'

The contact officer for this report is Phil Hales, Deputy Chief Fire Officer,
0121 380 6907.

PHIL LOACH
CHIEF FIRE OFFICER



Grievances

West Midlands Fire and Rescue Service



Scrutiny Committee

4th September 2017

Report of: The Chief Fire Officer

Audience: Scrutiny Committee

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

Dates covered: 1st January 2017 – 30th June 2017



Dispute RESOLUTION



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 1st January 2017 to 30th June 2017.



9 Protected Characteristics





GRIEVANCES

1 individual Grievance
Lodged during this
reporting period which
was Grey Book
employees.



ZERO employment tribunals being filed

1 collective grievance was lodged following from a station investigation that involved all 4 watches. This collective grievance did not go to a hearing. This resulted in no formal action and all individuals were met and spoken to.



Organisational
Change

X 1 Case

0

1

Accept

Reject

**1 individual Grievance that was lodged went to an appeal and
not upheld**

1 collective grievances received resulted in no further action



Religion & Belief

Not stated

AGE

50-59 None

0 employees



Gender Re-assignment

0 employees



Sexual Orientation

Heterosexual

Male employees



0 disabilities



Black/British employees

Married



0 female employees

DISCIPLINARY

13 Cases under Discipline

13 Cases investigated under Gross
Misconduct

=

3 went to a formal hearing

10 resulted in no formal action

0 Case investigated under Misconduct

Outcomes of the **3** Hearings

1 – No formal action

2 – Written Warning

0 – Final Written Warning

0 – **DISMISSAL**

0 – Appealed and none overturned



Religion & Belief

3 Other
1 Not stated
6 No religion
3 Christian

AGE

20-29 – 1 employee
30-39 – 3 employee
40-49 - 7 employees
50-59 – 2 employees
60+ none

0 employees



Gender Re-assignment

0 employees



Sexual Orientation

9 employees – Heterosexual
4 employees – prefer not to state

0 disability



12 White British employees
1 Black or Black British

4 Married
3 Single
2 Living together
4 not disclosed

12 male employees



1 female employees

DISMISSED

**There has been no employees
dismissed within this reporting period**



Tribunals Service



There are **0** outstanding claims against WMFS lodged with the Employment Tribunals Service

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
1	Mar-11	4	na	na	na	na	na	na	na		12	3	3	4	2
2	Oct-11	14	6	3	5	na	11	6	5	0	10	2	4	3	1
3	Mar-12	6	na	1	na	5	14	8	6	0	5	1	3	0	1
4	Sep-12	9	2	4	3	na	5	4	1	0	5	2	2	0	1
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	30	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

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY REPORT

4 SEPTEMBER 2017

1. **UPDATE ON PROGRESS OF OUTCOMES FROM THE DATA SHARING REVIEW**

Report of the Chief Fire Officer.

RECOMMENDED

THAT members note the direction of travel in implementing the recommendations made following the review of data sharing.

2. **PURPOSE OF REPORT**

This report is submitted to update members on the actions to date to meet the outcomes of the Scrutiny Committee report on the review of data sharing. The full report was submitted to the Executive Committee on 12 June 2017.

3. **BACKGROUND**

3.1 The review made recommendations in 5 strategic areas:-

- governance
- evaluation of data shared
- assurance that data is being managed as required by the 'Data Protection Act' and the 'Management of Information Policy'
- to review and simplify the data sharing agreements
- to determine the current ICT systems and arrangements to enable the appropriate sharing of data

3.2 The ACFO Service Delivery and the Strategic Enabler for Information, Communication and Technology have absorbed the findings of the review and established an understanding of possible improvements and a plan of action in meeting the

strategic recommendations.

3.3 The main actions to date are as follows:-

- establish an implementation team
- an audit to be carried out to determine the data being shared (to be undertaken by the Service's Data Management team)
- the launch of the 'Management of Information' standing order
- training videos produced and released to upskill employees on the 'Management of Information'
- an agreement made of where the responsibility for the governance of data sharing sits within the organisation
- the template for data sharing agreements has been updated and gone live across the organisation

3.4 In addressing the recommendations within the scrutiny report, consideration should be given to the key stakeholders of data sharing, these are members of the Community Safety team and the Data Management team. Additional key stakeholders are staff in Commands and Partners.

3.5 In carrying out the audit to determine the amount, type and purpose of the data that is being shared internally and externally, and in addition review the data sharing agreements that are currently in place.

3.6 The 'Summary of Proposals' is reviewed and updated on a regular basis and is attached as Appendix 1.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The matters contained in this report do not relate to a policy change.

5. **LEGAL IMPLICATIONS**

The organisation needs to adhere to 'The Data Protection Act 1998' which defines the way in which information about living people may be legally used and handled. The main intent of the act is to protect individuals against misuse or abuse of

information about them.

6. **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

BACKGROUND PAPERS

Scrutiny Committee, Scoping Document, Scrutiny of Data Sharing
Scrutiny Committee, Agenda Item 4, 15 February 2016
Scrutiny Committee, Agenda Item 6, 5 September 2016
Scrutiny Committee, Agenda Item 4, 10 October 2016
Scrutiny Committee, Agenda Item 4, 27 March 2017
Executive Committee, Agenda Item 4, 12 June 2017

The contact name for this report is Assistant Chief Fire Officer, Gary Taylor who can be contacted on 0121 380 6914.

PHIL LOACH
CHIEF FIRE OFFICER

Summary of Proposals arising from the Scrutiny Review of Data Sharing

<u>Area of Interest</u>	<u>Proposal</u>	<u>Officer Responsible/ Due Date</u>
Governance of Data Sharing	A data sharing policy and supporting principles of operation are required to guide the organisation. Members of the Community Safety team and the Data Management team are key stakeholders in Data Sharing as are staff in Commands and partners. Stakeholder engagement is paramount when establishing the policy and principles of operation.	Director, Service Delivery
Action 1.1	The "Management of Information" Standing Order and training to be completed by the end of June 2017.	Jason Danbury 30.06.17.
Action 1.2	Need to review if 2.3 in the Standing Order above is sufficient to cover Data Sharing?	Jason Danbury 30.05.17.
	<i>25.05.17. Update – Complete and Standing Order is sufficient. Also, additional supporting guidance and training being made available in the next few weeks to ensure all employees are aware of their responsibilities.</i>	
Central Governance of Data Sharing	A strategic decision should be made as to the structure and system requirements to enable for the effective governance of data sharing. Following this a complete audit throughout the organisation needs to be undertaken to determine the amount, type and purpose of the data that is being shared internally and externally. The audit would in addition need to determine the data sharing agreements that are currently in place.	Director, Service Delivery

Action 2.1	A decision is required to decide where the responsibility for Data Sharing sits, is it with Data Management?	Jason Danbury 30.05.17.
	<i>25.05.17. Update – The responsibility for governance around data sharing is held within Data Management who will maintain a register of data sharing protocols. This will include the processes, procedures and the frameworks. Additional actions have been built into processes to review and audit adherence with data sharing protocols.</i>	
Action 2.2	An Audit to be carried out to determine the amount, type & purpose of data currently being shared. GT to obtain support for this task from Administration, to work within Data Management.	Gary Taylor/ Jason Danbury 30.06.17.
	<i>30.06.17. Update – The audit has been completed but the response has not been good so there is follow up work taking place by escalating the results to Middle Managers.</i>	
Action 2.3	A further Audit to be carried out to establish if the “Management of Information” Standing Order is being followed, to take place six months after its launch.	Jason Danbury 28.02.18.
Data Sharing Agreements	A review of the template for the WMFS Data Sharing agreement needs to take place with a view to it being simplified.	Director, Service Delivery
Action 3.1	The template to be reviewed by Data Management and updated as required.	Jason Danbury 30.06.17.
	<i>30.06.17. Update – The new template has been created and has gone live across the organisation and guidance and awareness is scheduled to be issued by Corporate Communications week commencing 10 July. All guidance has been prepared using Office 365 Sway functionality and on advice of Corporate</i>	

	<i>Communications they are releasing a new subject daily so that employees receive input in bite size chunks.</i>	
Data being shared between WMFS and other agencies	WMFS should identify a suitable approach for effectively managing and controlling data that is shared with partners. As part of this the role and responsibilities in respect of managing shared data should be determined.	Director, Service Delivery
Action 4.1	This will be addressed through Action 2.1	Not Applicable
Notable Good Practice	In developing the approach to data sharing, consideration to best practice should be considered and adopted if it is regarded to be appropriate to WMFS.	Director, Service Delivery
Action 5.1	Best Practice of Data Sharing to be considered when 2.1 is actioned.	Jason Danbury 30.06.17.

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

4 SEPTEMBER 2017

1. **AN ANALYSIS OF PROGRESS OF QUARTERLY PERFORMANCE AGAINST 'THE PLAN' – QUARTER ONE 2017/2018**

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 2017/2018 (Appendix 1).
- 1.2 THAT the Committee note the progress made in delivering the three strategic priorities contained in 'The Plan' 2017-20 (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 2017/2018.

3. **BACKGROUND**

The first Quarterly Performance Review meeting of 2017/2018 was held on 1 August 2017. This quarterly meeting, attended by the Chair of the Scrutiny Committee, Principal Officers and Strategic Managers 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 Graduated tolerances have been introduced for 2017/2018. This assists when the numbers are small at the beginning of the year. A larger tolerance is allowed in quarter one which gradually decreases as it gets to quarter four. This aids the interpretation of the performance indicators which could be misled due to the relatively low numbers at the beginning of the year (by being outside of the tolerance levels when the numbers are only marginally above or below the target).
- 4.3 The performance indicators remain the same as per year 2016/2017 with the exception of the People Support Services performance indicators where an additional indicator has been included. A new performance indicator has been added: PI17a 'The percentage of uniformed staff from Black and Minority Ethnic (BME) communities'. This is in addition to the existing performance indicator, PI17 'The percentage of all staff from BME communities'.
- 4.4 Additionally, Fire Control sickness absence is no longer reported with Non-Uniformed sickness (PI 20), having been incorporated with Uniformed sickness (PI 19). It should also be noted that the performance indicators covering sickness absence have been renumbered (see appendix 1).
- 4.5 Appendix 1 details the performance against our:
- Service Delivery Performance Indicators (Response, Prevention and Protection)
 - People Support Services Performance Indicators
 - Safety, Health and Environment Performance Indicators
 - Strategic Objectives as outlined in 'The Plan' and milestones due for completion within the year 2017/2018.

4.6 Service Delivery Performance Indicators

4.6.1 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 overall 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 46 seconds in Quarter 1, a decrease of five seconds 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 36 seconds (an increase of two seconds) – the target is under 7 minutes.
 - Category 3 Incident Type: 4 minutes 55 seconds (a decrease of four seconds) – the target is under 10 minutes.
 - Category 4 Incident Type: 6 minutes 35 seconds (a decrease of eleven seconds) – the target is under 20 minutes.

4.6.2 Prevention:

- The overall performance is rated as performance is within the tolerance levels (green).
- The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):
 - PI 2 The number of accidental dwelling fires.
 - PI 3 Injuries from accidental fires in dwellings, taken to hospital for treatment.
 - PI 8 The number of arson fires in dwellings.
 - PI 9 The number of arson fires in non-domestic premises.
 - PI 10 The number of arson vehicle fires.
 - PI 12 The number of arson fires in derelict buildings.

- There are three areas where under performance has been demonstrated 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 11 The number of arson rubbish fires.
- 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.

4.6.3 Protection:

- The overall performance is rated as performance is within the tolerance levels (green).
- PI 13 – The number of accidental fires in non-domestic premises demonstrates performance is within the tolerance levels (green).
- PI 14 – The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises demonstrates performance is within the tolerance levels (green).

4.7 People Support Services Performance Indicators

4.7.1 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
- 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).

4.8 Safety, Health and Environment Performance Indicators

4.8.1 The performance indicators for the following areas indicate over performance against the tolerance levels (blue):

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

4.8.2 The performance indicator for the following area indicates performance within the tolerance levels (green):

- PI 21 – The total number of injuries

4.8.3 PI 23 – To reduce the Fire Authority's carbon emissions, is reported on an annual basis.

4.9 Strategic Objectives

4.9.1 The Corporate Action Plan for Response currently indicates over performance against the tolerance levels (blue).

4.9.2 The Corporate Action Plans for Prevention and Protection currently indicate performance within the tolerance levels (green).

5. **PERFORMANCE MANAGEMENT SYSTEM**

5.1 The implementation of the InPhase performance management system continues with work progressing on the structure of the system for performance and planning, and the design of the relevant dashboards to display performance information in an intuitive and user friendly style, as the system is rolled out across the organisation. To this end, performance dashboards for the command areas and stations have been developed and launched during quarter one. Additionally, Safe and Well information has been added to the

system. Fire Safety have also begun to use the system which has included the addition of information on commercial hot strikes.

- 5.2 Implementation of the 3PT (Portfolio, Programme, Project, Tasks) approach is now underway and is currently being utilised by the Strategic Enabling Team in managing strategic programmes and projects. It is the intention that this approach will replace the organisations current planning framework by April 2019. All projects will be planned and monitored to deliver against organisational value statements aligned to the plan and key performance indicators. This will be managed through the use of Microsoft Project web application, Office 365 including SharePoint and Power BI. The next steps include identifying and releasing the organisational value through each project that is identified. Currently an approach to measuring the value delivered through a project or programme through metrics is being developed and will form as essential component to the developing digital strategy.
- 5.3 Full engagement with staff and departments across the organisation continues with InPhase, ensuring the involvement of all key stakeholders and to allow end users input into the development and implementation of the system.
- 5.4 As the 3PT approach develops this will begin to inform the future approach to Corporate performance and the systems used.

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 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 2017/2018 budget setting process which established a total budget requirement of £94.848 million. As at the end of June 2017 actual expenditure was £27.642 million compared to a profiled budget of £27.730 million resulting in a £0.088 million underspend. Based on Best Value Accounting Code of Practice the estimated cost of staff engaged in prevention work, including an element for watch based firefighters for 2017/2018 is £13.2 million.
- 9.2 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.
- 9.3 The full year budget for smoke alarms and other supporting materials in 2017/2018 is £359,500. Actual expenditure as at the end of June 2017 was £73,500. 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 2017-20’ Strategic Objectives – Level 2 Action Plans.
Corporate Action Plan updates.

Corporate Risk Position Statement Quarter 1 2017 (exception report).

Executive Committee 27 March 2017 – Corporate Performance Indicators
2017/18.

The contact name for this report is Gary Taylor (Assistant Chief Fire Officer),
telephone number 0121 380 6006.

PHIL LOACH
CHIEF FIRE OFFICER

Performance Indicator Performance – Quarter One 2017/18

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 Service protects life, properties and the economies of the West Midlands by delivering assertive, safe and effective firefighting through timely response, across a range of emergencies we attend.

To support the delivery of the following Strategic Objective:

- We will deliver an assertive, safe, economic, efficient and effective emergency response service.

Overall assessment of performance:

- Over performance against the tolerance levels

PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 46 seconds Over performance against the tolerance levels
<p>The median attendance time to high-risk (Cat 1) incidents in quarter four is 4 minutes 46 seconds, a decrease of 5 seconds compared to the previous quarter.</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 36 seconds (target is under 7 minutes) • Category 3: 4 minutes 55 seconds (target is under 10 minutes) • Category 4: 6 minutes 35 seconds (target is under 20 minutes) 		




Prevention




Our Prevention Services focus on public involvement and education, engaging with our partners, targeting schools, communities and vulnerable people, with advice and guidance which will give particular attention to social inequalities.

- We will improve the safety of our communities at risk from fire.
- We will improve road safety through targeted action.
- We will improve the quality of life and economic prosperity of local communities.





Overall assessment of performance:

- Performance is within the tolerance levels


PI 2		The number of accidental dwelling fires Forecast YTD: 387 (297 - 464) Actual to date: 405 Performance is within the tolerance levels
<p>Accidental Dwelling Fires are 4.7% above target for the first quarter of the year, although remain within the tolerance levels.</p> <p>All Command Areas are within tolerance levels or below (Coventry and Solihull for the latter).</p>		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 16 (6 – 24) Actual to date: 12 Performance is within the tolerance levels
<p>There were 12 injuries at Accidental Dwelling Fires in quarter one. There were three in April, six in May, and three in June. Cooking appliances were the source of ignition for half of the incidents.</p>		
PI 4		The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 2
<p>There have been 2 fatalities at Accidental Dwelling Fires in quarter one, one in Wolverhampton and one in Birmingham South.</p> <p>One incident was a smoking related fire, the other involved an electricity supply fire in a property being renovated.</p>		

PI 5		The percentage of Safe and Well visits referred by our partners Forecast YTD: 50% Actual to date: 34.4% Under performance against the tolerance levels
34.4% of Safe and Well visits during quarter one were a result of partner referrals, (compared to 44.4% in quarter four 16/17).		
PI 6		The number of Safe & Well points achieved by the Brigade Forecast YTD: 68,750 Actual to date: 55,945 Under performance against the tolerance levels
<p>The number of Safe and Well points achieved during quarter one was 19% below target and below the lower tolerance level.</p> <p>Performance varies across the Service, with Command Areas recording the following performance against their respective targets:</p> <p>Birmingham – 80% Black Country North – 97% Black Country South – 87% Coventry and Solihull – 59%</p>		
PI 7		The number of people killed or seriously injured (KSI) in road traffic collisions Forecast YTD: Not applicable Actual to date: 162 (not up to date)
<p>There were 281 people killed or seriously injured in road traffic collisions in the West Midlands in quarter two of 2016/17, which although higher than the same quarter in 2015/16, was a very slight reduction from quarter one of 2016/17 (289). Quarter three saw a further reduction (270), although it is possible that the figure may still change.</p> <p>While the number of serious injuries appears to be on a reducing trend (pending any updates), the number of fatalities was high in quarters three and four of 2016/17, with 23 and 18 respectively. There have already been seven fatalities recorded for quarter one 2017/18.</p>		

Protection

PI 8		The number of arson fires in dwellings Forecast YTD: 45 (28 – 59) Actual to date: 57 Performance is within the tolerance levels
<p>Arson dwelling fires are above target but remain within the tolerance levels. However, performance has been progressively deteriorating over the last three months.</p>		
PI 9		The number of arson fires in non-domestic premises Forecast YTD: 42 (27 – 58) Actual to date: 58 Performance is within the tolerance levels
<p>Arson fire at non-domestic premises are within the tolerance levels. Both Birmingham North and Birmingham South are above tolerance for the quarter (18 and six incidents above target respectively), although performance improved in June, in particular for Birmingham North.</p> <p>Birmingham North's performance is mainly linked to incidents at HMP Birmingham which accounted for 80.6% of incidents within the Command Area. The number of such incidents was high in April and May at 10 incidents per month, reducing to five incidents during June.</p>		
PI 10		The number of arson vehicle fires Forecast YTD: 206 (133 – 280) Actual to date: 225 Performance is within the tolerance levels
<p>Arson vehicle fires are within the tolerance level for the quarter.</p> <p>Solihull and Walsall boroughs are above tolerance, Solihull six incidents above and Walsall 9 above target. Arson vehicle fires have been above tolerance in Solihull each month since May 2016 although performance has improved since April 2017.</p>		
PI 11		The number of arson rubbish fires Forecast YTD: 524 (403 – 628) Actual to date: 686 Under performance against the tolerance levels
<p>The number of arson rubbish fires were above the upper tolerance level for the quarter, exceeding the target by 31.1%. This has been largely due to the very dry weather experienced during this quarter.</p>		

Our Protection Service prioritises the risks to the business sector, focusing on the provision of advice and importantly the enforcement of legislation with a

PI 12		The number of arson fires in derelict buildings Forecast YTD: 47 (30 – 63) Actual to date: 44 Performance is within the tolerance levels
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The number of fires in derelict buildings is 7% below target and within the tolerance levels.


mind set of continuing to support the economic wellbeing of the West Midlands.

To support the delivery of the following Strategic Objective:


- We will advise and enforce on fire safety issues across the West Midlands to comply with fire safety legislation.

Overall assessment of performance:

- Over performance against the tolerance levels




PI 13		The number of accidental fires in non-domestic premises Forecast YTD: 107 (68 – 144) Actual to date: 108 Performance is within the tolerance levels
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The number of accidental fires in non-domestic premises is just one incident above target and within the tolerance levels. Solihull and Walsall boroughs are above tolerance, although there have been no incidents in June in Walsall and just one in Solihull. Despite these two boroughs being above tolerance, all commands are within tolerance levels.

PI 14		The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Forecast YTD: 1316 (1012 – 1578) Actual to date: 1284 Performance is within the tolerance levels
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False alarms due to equipment are below target and within the tolerance levels for quarter one. Only Walsall borough is above tolerance, experiencing 121 incidents compared to a target of 94.

People Support Services

PI 15		<p>The percentage of employees that have disclosed their disabled status Target: 100% (90% - 100%) Actual to date: 93.2% Performance is within the tolerance levels</p>
<p>The percentage of employees disclosing their disability status has increased to 93.2% following further work by the Workforce Planning team, who have been working with local managers of those who have previously not declared.</p> <p>Breakdown of declarations by percentage of employees:</p> <ul style="list-style-type: none"> • 4% declared they have a disability • 84% declared they do not have a disability • 5% declared they would prefer not to state • 7% no declaration made 		
PI 16		<p>The number of female uniformed staff Target: 75 (67.5 – 82.5) Actual to date: 74 Performance is within the tolerance levels</p>
<p>There are 74 female uniformed staff (a reduction of one compared to the previous quarter).</p> <p>28% of female uniformed staff are in management roles (previously 25%).</p> <p>A pre-recruitment course exclusively for women has been run by the Service which saw 17 attendees. It is anticipated that all will apply when recruitment commences.</p> <p>30 new entrant firefighters are due to commence employment in July and August, of which three (10%) are women.</p> <p>Taster days continue to be held across the organisation and to date, 95 women have attended a session.</p> <p>There are currently 361 women within the pool of 914 potential applicants (39%).</p>		
PI 17		<p>The percentage of all staff from BME communities Target: 10.0% (9.0 – 11.0) Actual to date: 10.0% Performance is within the tolerance levels</p>
<p>The percentage of all staff from black and ethnic minority (BME) communities is 10%; which remains a static position.</p> <p>17% of non-uniformed staff, 8.2% of uniformed staff, and 2% of Fire Control staff describe themselves as being from a BME background.</p>		

29% of uniformed BME staff are in a management position (Crew Commander and above). 56% of non-uniformed BME staff are grade nine and above.


PI 17a		The percentage of uniformed staff from BME communities Target: 8.2% (7.4 – 9.0) Actual to date: 8.2% Performance is within the tolerance levels
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8.2% of uniformed staff are from Black and Minority Ethnic (BME) communities.


30 new entrant firefighters are due to commence employment in July and August, of which eight people (27%) are from a BME background.

Taster days continue to be held across the organisation and to date, 88 applicants from BME backgrounds have attended a session.

There are currently 402 BME people within the pool of 914 potential candidates (44%).

PI 18		The average number of working days/shifts lost due to sickness – all staff Target: 1.17 (0.93 – 1.40) Actual to date: 1.32 Performance is within the tolerance levels
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An average of 1.32 days/shifts were lost due to sickness in quarter one. Although higher than the target of 1.17, performance represents a 13.7% decrease compared to the same period in 2016.

PI 19		The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 1.20 (0.96 – 1.44) Actual to date: 1.35 Performance is within the tolerance levels
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An average of 1.35 days/shifts were lost due to sickness in quarter one. Although higher than the target of 1.20, performance represents a 13% decrease compared to the same period in 2016.

23% of Uniformed sickness episodes have no absence reason recorded.

21% of Uniformed back to work interviews have not been recorded on HRMS.


The top 5 causes of sickness (accounting for 51%) are:

- Mental Health - Anxiety/Depression
- Gastrointestinal

- Joint Problems
- Post-Operative
- Musculoskeletal - Back

Long term sickness accounted for 53% of all Uniformed sickness.

21 members of staff are on restricted duties (a reduction from 28 in quarter four 16/17).

PI 20		The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 1.06 (0.84 – 1.27) Actual: 1.23 Performance is within the tolerance levels
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An average of 1.23 days/shifts were lost due to sickness in quarter one. Although higher than the target of 1.17, performance represents a 16.3% decrease compared to the same period in 2016.


The top 5 causes of sickness (accounting for 46%) are:

- Post-Operative
- Mental Health - Anxiety / Depression
- Joint Problems
- Respiratory
- Musculoskeletal - Back

Long term sickness accounted for 35% of all non-uniformed sickness.

Nine members of staff are on restricted duties.

Safety, Health and Environment


PI 21		The total number of injuries Forecast YTD: 33 (31 – 35) Actual to date: 33 Performance is within the tolerance levels
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There have been 33 injuries during quarter one.

Seven injuries (blisters, burns, skin reddening events) have been reported following tactical ventilation training. The number of injuries reported remains low in comparison to the number of staff attending the training (less than 1.5%). However, a review will be carried out to examine any common factors and identify any learning points.


The number of injuries resulting from manual handling (five) and slips and trips (2), are low for the quarter.

Two injuries were reported following a significant safety event involving a Service van colliding into an appliance whilst returning to station after a fire house session.


PI 22		The total number of RIDDOR injuries Forecast YTD: 4.5 (4.0 – 5.0) Actual to date: 2.0 Over performance against the tolerance levels
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There were two RIDDOR reports during quarter one, which is low and below the tolerance level. Both RIDDOR injuries occurred at incidents.


There have been a number of potential injuries that could have been reportable but fell just below the over seven day criteria for time lost.

PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: N/A Actual to date: N/A
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Performance indicator is reported on annually at the end of year.

PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 1989MWh (1891 – 2088) Actual to date: 1512MWh Over performance against the tolerance levels
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Gas usage remains consistently below target. Warm weather has contributed to the positive performance, with station heating not running. There are new boiler replacements planned for Dudley, Northfield and Willenhall fire stations.

PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 1234MWh (1172 – 1296) Actual to date: 696MWh Over performance against the tolerance levels
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Electricity usage remains below target and the tolerance levels. Performance is being supported by ongoing planned improvements including new LED lighting at WMFS Headquarters, Safeside, Billesley, Binley and Canley.

**WEST MIDLANDS FIRE AND RESCUE AUTHORITY
SCRUTINY COMMITTEE WORK PROGRAMME 2017/18**

Date of Meeting	Item	Responsible Officer	Completed
2017			
04 September 2017	Analysis of Progress of Corporate Performance against The Plan for Quarter 1 2017/2018 Update on Review of Data Sharing Operational Assessment Improvement Register Consideration of Work Programme	Director of Service Delivery Director of Service Delivery Strategic Enabler Strategic Hub Chair Of Scrutiny Committee	
09 October 2017	Dispute Resolution Monitoring	Strategic Enabler People Support Services	
13 November 2017	Analysis of Progress of Corporate Performance against The Plan for Quarter 2 2017/2018 Diversity, Inclusion, Cohesion & Equality	Director of Service Delivery Strategic Enabler	

	Update	People Support Services	
	Update on the Review of Positive Action and Firefighter Recruitment	Strategic Enabler People Support Services	
2018			
Date of Meeting	Item	Responsible Officer	Completed
19 February 2018	Analysis of Progress of Corporate Performance against The Plan for Quarter 3 2017/2018	Director of Service Delivery	
26 March 2018	Dispute Resolution Monitoring Report	Strategic Enabler People Support Services	
	Operational Assessment Improvement Register	Strategic Enabler Strategic Hub	
	Update on Review of Data Sharing	Director of Service Delivery	
	Safeside – Update on Transport Funding	Director of Service Delivery	

	Consideration of the Annual Report of the Scrutiny Committee	Chair of Scrutiny Committee	
04 June 2018	<p>Analysis of Progress of Corporate Performance against The Plan for Quarter 4 2017/2018</p> <p>Diversity, Inclusion, Cohesion & Equality Update</p> <p>Annual Report of the Scrutiny Committee</p>	<p>Director of Service Delivery</p> <p>Strategic Enabler People Support Services</p> <p>Chair of Scrutiny Committee</p>	

To report as appropriate:

- Review of positive action and firefighter recruitment
- Update on the outcomes of the data sharing review

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

