


APPENDIX 1**Performance Indicator Performance – Quarter Four 2018/19**

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:

- The most serious emergency incidents will be attended, on average, within five minutes to save life, protect homes and businesses, and keep our transport networks moving
- Our commitment to operational excellence will reduce risk to life and property and enable an assertive, effective and safe emergency response to all incidents whilst supporting firefighter safety
- At all incidents we attend we will lead and co-ordinate rescue operations whilst working collaboratively with other agencies to deliver an excellent response and meet public expectations
- We will enhance resilience and deliver a local, national and international response to major incidents, emerging threats, and humanitarian situations through our specialist response teams



PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 38 seconds Over performance against the tolerance levels
<p>The median attendance time to high-risk (Cat 1) incidents in quarter four was 4 minutes 38 seconds, a six second decrease compared to quarters two and three (both recording 4 minutes 44 seconds).</p> <p>The median attendance time to high-risk (Cat 1) incidents for the year was 4 minutes 42 seconds, four seconds quicker than 2017/18.</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 26 seconds (target is under 7 minutes) • Category 3: 4 minutes 52 seconds (target is under 10 minutes) • Category 4: 6 minutes 49 seconds (target is under 20 minutes) 		

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Prevention

Our prevention priorities focus on making safer, healthier communities:

- The number of people killed or seriously injured by fire-related incidents will reduce as we focus, with our partners, on the risks faced by the most vulnerable people in our communities
- 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, 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
- The safety, health and well-being of the most vulnerable people in our communities will improve through our interventions delivered to tackle the effects of an increasing demand on health and social care services

PI 2		The number of accidental dwelling fires Forecast YTD: 1625 (1544 – 1657) Actual to date: 1658 Under performance against the tolerance levels
<p>Accidental dwelling fires for quarter four 2018/19 are 7.4% above target for the quarter and 2.0% above target for the year, although just one incident above the upper tolerance level.</p> <p>The 2018/19 figure represents an increase of 27 incidents compared to 2017/18, however it also represents the third lowest annual figure since the Service's records began in 1998/99.</p> <p>As reported in quarter three, due to the reduction in the number of incidents, a data quality check was carried out as part of the year end process. No anomalies were found.</p>		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 60 (48 – 65) Actual to date: 54 Performance is within the tolerance levels
<p>There were 17 injures at accidental dwelling fires during quarter four 2018/19, one incident above the target for the quarter.</p> <p>54 injuries at accidental dwelling fires were recorded during 2018/19, 10% below the target of 60. The figures represent a slight increase of 5.9% compared to 2017/18 where 51 incidents were recorded. However, 2018/19 represents the second lowest annual figure since 2009/10.</p>		


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Overall, 53.7% of casualties were male. Over three quarters were recorded as being of 'white' heritage. Approximately a third (32.0%) of those injured were between 35-55 years old and just under a third (29.5%) were aged over 75.

Cooking appliances were the most common source of ignition accounting for 50.0% of all injuries. Smoking (or related articles) were the source of ignition in 16.0% of injurious incidents.

A quarter of all injuries were caused by fighting or attempting to fight the fire and nearly a fifth (18.2%) resulted from immobility.


Over a half (55.6%) of injuries were smoke, gas or fume inhalation, whereas burns or scalds accounted for a third.

PI 4		The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 4
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No fatalities were recorded during quarter four, with the number remaining four for year 2018/19.

Three of the fatalities were recorded within the Black Country South Command Area (two in the Sandwell borough, one in Dudley borough). One fatality was recorded in the Birmingham South Command Area.



All four fatalities involved adults aged over 65 years. The cause of the fire was different at each incident (smoking related materials, cooking appliance, electrical (overloaded extension lead), and electric blanket). All incidents occurred during the hours of 01:00 and 07:00 hours.

PI 5		The percentage of Safe and Well visits referred by our partners Forecast YTD: 55% (55% - 57.5%) Actual to date: 45.6% Under performance against the tolerance levels
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The percentage of Safe and Well visits referred by our partners during quarter four was 37.7%, below the target of 55%. This reflects the work carried out by Commands during quarter four to rationalise the Safe and Well data to ensure it only reflected the partner referrals, and not local initiatives or station activity which had impacted upon the figures recorded (an issue which had been identified and reported in previous quarters).

The percentage of Safe and Well visits referred by our partners for the year was 45.6%.




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PI 6		The number of Safe & Well points achieved by the Brigade Forecast YTD: 300,000 Actual to date: 302,214 Over performance against the tolerance levels
		<p>302,214 Safe & Well points were achieved during 2018/19, over 2,000 points above the target for the year. 63,740 points were achieved during quarter four, 11,260 points below the target for the quarter.</p> <p>The new Tymly system was introduced in the Black Country South Command Area during quarter two. 1213 visits were completed using the system during the quarter (2856 visits during the year). Tymly 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 the command during the quarter, these visits would have added 9182 points to the quarterly total. If it was assumed that these visits accrued the average number of Safe and Well points for the command for each respective quarter, these visits would have added 22,378 points to the yearly total, equating to 324,592 points.</p> <p>There were a total of 9,565 visits carried out during the quarter, equating to 1.83 per appliance per 24 hours.</p>
PI 7		The number of people killed or seriously injured (KSI) in road traffic collisions Forecast YTD: Not applicable Actual to date: 785 (not up to date)
		<p>Delays continue in the provision of figures for this performance indicator (data has been received up to 31 December 2018). At the time of writing, figures indicate 785 people killed or seriously injured in road traffic collisions year to date.</p> <p>The latest update indicates that there were 245 people killed or seriously injured during quarter one (12 killed and 233 seriously injured), 267 during quarter two (11 and 256), and 273 during quarter three (20 and 253)</p> <p>Over half of all recorded fatalities (56%) occurred at weekends (Friday to Sunday) with 41.8% of all fatalities occurring between 19:00 and 00:00 hours. Over three quarters (79.1%) of those killed were male. Over half (53.4%) of those killed were driving the vehicle at the time of the incident, with pedestrians accounting for 39.5% of those fatally injured.</p>

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PI 8		The number of deliberate fires in dwellings Forecast YTD: 205 (185 – 215) Actual to date: 216 Under performance against the tolerance levels
<p>The number of deliberate fires in dwellings were 1.8% below the target for the quarter and 5.1% above target for the year, although just one incident above the upper tolerance level. Performance has been partly due to the number of incidents recorded during quarters one and two, which were 13 incidents (31.7%) and seven incidents (12.2%) above target respectively. This was offset to a degree by stronger performance during quarters three and four which observed reductions against the respective quarterly targets of 18.1% and 1.8%.</p> <p>The Black Country North Command Area recorded a yearly figure 50% (17 incidents) above target. The main cause of this was a spike of 17 incidents during May, in particular a series of 11 incidents in the Wolverhampton area. This was addressed by working in partnership with West Midlands Police and the housing provider resulting in target hardening and criminal enforcement activity.</p> <p>All other commands recorded figures below their respective targets with the exception of Birmingham South, which recorded a yearly figure 21.2% above target, largely due to a spike in incidents during quarter two.</p> <p>As reported in quarter three, due to the reduction in the number of incidents, a data quality check was carried out as part of the year end process. No anomalies were found.</p>		
PI 9		The number of deliberate fires in non-domestic premises Forecast YTD: 181 (163 – 189) Actual to date: 121 Over performance against the tolerance levels
<p>A significant reduction in the number of deliberate fires in non-domestic premises was observed during 2018/19, with the yearly figure equating to 60 incidents (49.6%) below target. 21 incidents were recorded during quarter four, 50% below the quarterly target.</p> <p>All number of incidents within all command areas were below the respective yearly targets. In line with reports in previous quarters, 16 deliberate fires were recorded at HMP Birmingham during 2018/19, compared to 57 incidents recorded in the previous year.</p>		

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PI 10		The number of deliberate vehicle fires Forecast YTD: 882 (793 – 925) Actual to date: 806 Performance is within the tolerance levels
<p>The number of deliberate vehicle fires were 11.9% below the target for the quarter and 8.5% below the target for the year. Performance has maintained the year on year decrease in incidents observed since 2016/17.</p> <p>All command areas were below target for the year with the exception of the Coventry and Solihull Command Area which recorded 15.5% above target.</p>		
PI 11		The number of deliberate rubbish fires Forecast YTD: 1991 (1892 – 2031) Actual to date: 1601 Over performance against the tolerance levels
<p>351 incidents occurred during quarter four, 5.7% above the quarterly target of 332. The number of incidents had been below the quarterly targets for the previous three quarters, and the yearly figure of 1601 incidents represented 19.6% below target.</p> <p>All command areas recorded yearly figures below their respective targets.</p>		
PI 12		The number of deliberate fires in derelict buildings Forecast YTD: 142 (128 – 149) Actual to date: 103 Over performance against the tolerance levels
<p>18 incidents occurred during quarter four compared to a quarterly target of 22 incidents, with performance continuing to be below the target and the lower tolerance level (103 incidents during 2018/19 equated to 27.4% below the year-end target).</p> <p>All command areas recorded figures within their respective targets or below the lower tolerance levels, with the exception of the Birmingham South Command Area where 19 incidents were recorded (29.3% above target). The number of incidents within Birmingham South reflected a concentration of incidents between May and November 2018. No incidents were recorded within the command area between December 2018 and March 2019.</p>		

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Protection

Our protection priorities focus on creating stronger businesses and safer communities. We will ensure:

- High risk buildings including residential high rise, are assessed to ensure public safety and provide reassurance from the risks of fire
- Businesses become safer from fire through interaction with our people delivering integrated prevention, protection and response services
- Enhance economic growth by providing clear advice and flexible support in collaboration with other regulators and partner agencies
- Utilise an evidence-based approach to risk reduction to enable effective engagement with the most vulnerable businesses and members of the community
- Reduce the impact of Automatic Fire Alarms, to minimise unnecessary disruption and costs to businesses, other organisations and our communities

PI 13		The number of accidental fires in non-domestic premises Forecast YTD: 421 (379 – 442) Actual to date: 434 Performance is within the tolerance levels
<p>There were 111 accidental fires in non-domestic premises during quarter four, 4.5% below the quarterly target of 116 incidents. Performance for the year was slightly above target but remained within the tolerance levels.</p> <p>As of the end of the year, the command areas for Birmingham North and Black Country North were above their respective targets and above the upper tolerance level. Birmingham South and Black Country South command areas were below target and within the tolerance levels, as were Coventry and Solihull.</p>		
PI 14	 Fire alarm	The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Forecast YTD: 5317 (5052 – 5423) Actual to date: 5837 Under performance against the tolerance levels
<p>There were 1,293 false alarm calls due to fire alarm equipment in dwellings and non-domestic premises during quarter four. Following an increase in the number of incidents in July 2018 which continued until November, the number of incidents have begun to decrease again. However, performance remains above target and above the upper tolerance level.</p> <p>There was 5837 incidents during 2018/19, 9.8% above target and above the upper tolerance level.</p>		

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4,443 incidents occurred in dwellings and 1,394 incidents occurred at non-domestic properties. Both categories were higher than observed in 2017/18.




1019 incidents were recorded in the Birmingham South Command Area, representing 0.6% below target. All other command areas were above both respective targets and upper tolerance levels.

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People Support Services

PI 15		<p>The percentage of employees that have disclosed their disabled status Target: 100% (90% - 100%) Actual to date: 95% 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%.</p> <p>Declaration rates across the protected characteristics continue to remain high, 98.9% of staff have declared their ethnicity, 86% have declared their religion, and 85% 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 Target: 125 (112 – 138) Actual to date: 129 Performance is within the tolerance levels</p>
		<p>The number of female uniformed staff has increased to 129, four above target and within the tolerance levels.</p> <p>The Service had employed a total of 91 trainee firefighters during 2018/19, 38 (42%) of whom were women (higher than the target of 40%). Four members of staff have returned from career breaks, of whom three are female. One female firefighter has transferred to another Fire and Rescue Service. The overall percentage of female operational staff has increased from 5.1% in 2015 to 9% in 2019. Work continues with the Fire Service College and attraction rates for women are currently 28%.</p> <p>40% of uniformed posts are Crew Commander or above. 24% of female staff in uniformed positions hold the role of Crew Commander or above, compared to 41% of male uniformed staff. When considering non-uniformed staff, 59% of posts are above a grade eight. 48% of female non-uniformed staff are in a post above a grade eight, compared to 73% of male non-uniformed staff.</p>

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PI 17		<p>The percentage of all staff from BME communities Target: 12.3% (11.1% – 13.5%) Actual to date: 11.7% Performance is within the tolerance levels</p>
<p>The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time with a slight increase to 11.7% in quarter four (compared to 10.9% in quarter one, 11.2% in quarter two, and 11.5% in quarter three).</p> <p>Staff from BME communities account for 142 (10.1%) uniformed staff, 80 (18%) non-uniformed staff, and 1 (2%) member of staff within Fire Control.</p> <p>When considering the ethnicity profile of crew commanders and above, 27% 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. 54% of BME non-uniformed staff are in a post above a grade eight, compared to 60% of white non-uniformed staff.</p>		
PI 17a		<p>The percentage of uniformed staff from BME communities Target: 10.9% (9.8% – 12.0%) Actual to date: 10.1% Performance is within the tolerance levels</p>
<p>10.1% of uniformed staff are from Black and Minority Ethnic (BME) communities, a slight increase on previous quarters (the figure was 9.2% in quarter four 2017/18).</p> <p>27% of uniformed BME staff are in a management position (Crew Commander and above).</p> <p>The Service had employed a total of 91 trainee firefighters during 2018/19, 21 (23%) of whom were from BME communities (the target was 35%). Work continues with the Fire Service College and attraction rates for BME applicants are currently 25%.</p>		
PI 18		<p>The average number of working days/shifts lost due to sickness – all staff Target: 1.58 (1.27 – 1.89) Actual to date: 2.00 Under performance against the tolerance levels</p>
<p>An average of 2.00 working days/shifts per person were lost due to sickness during quarter four, above target and above the upper tolerance levels. The average number of working days / shifts lost for all employees for the year was 8.00, which is higher than the year to date target of 6.2. The figure represents a 22% increase compared to the same period in 2017/18.</p>		

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PI 19		<p>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 1.51 (1.21 – 1.81) Actual to date: 1.94 Under performance against the tolerance levels</p>
<p>An average of 1.94 working days/shifts per person were lost due to sickness during quarter four. This was above the target and above the upper tolerance level. The average number of working days / shifts lost for uniformed and Fire Control staff for 2018/19 was 7.7 which is higher than the target for the year of 6.2. The figure represents a 19% increase compared to the same period in 2017/18.</p> <p>20% of duty days had no absence reason recorded, and 13% 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 • Gastrointestinal • Joint problems • Cold and flu • Musculoskeletal – back <p>1389 days were lost through restricted duties during quarter four. The total figure year to date equates to 4223 days lost through restricted duties, compared to 3866 days lost during 2017/18.</p>		
PI 20		<p>The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 1.84 (1.48 – 2.20) Actual: 2.20 Performance is within the tolerance levels</p>
<p>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. The average number of working days / shifts lost for non-uniformed staff year to date is 9.1 which is higher than the year to date target of 6.5. The figure represents a 33% increase compared to the same period in 2017/18.</p> <p>Missing data has increased during this quarter. 20% of duty days had no absence reason recorded and 30% of sickness episodes had no return to work interview information recorded.</p> <p>It is not able to report the top 5 causes of sickness as they may identify individuals.</p>		



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Safety, Health and Environment

PI 21		The total number of injuries Forecast YTD: 128 (115 – 135) Actual to date: 128 Performance is within the tolerance levels
<p>There were 37 injuries during quarter four and performance is above the quarterly tolerance levels of 32. There have been 128 injuries year to date, matching the yearly target and eight above the number of injuries recorded in 2017/18.</p> <p>38% of injuries occurred at incidents and 62% of injuries recorded were from all other activity.</p> <p>The main causes of injuries were slips, trips and falls (28 reports), struck by (19 reports), and manual handling (17 reports).</p> <p>268 near hit reports were recorded during 2018/19, compared to 270 recorded during 2017/18.</p> <p>137 violence reports were recorded for the year against 139 recorded during 2017/18. 131 of the reports were incident related, and 103 reports involved verbal abuse only. There were no significant common locations.</p>		
PI 22		The total number of RIDDOR injuries Forecast YTD: 15.0 (13.5 – 15.5) Actual to date: 13.0 Over performance against the tolerance levels
<p>There were two RIDDOR reports during quarter four, with both injuries occurring at incidents.</p> <p>There were 13 RIDDOR reports during 2018/19, two below target, although an increase of two compared the number of reports recorded during 2017/18.</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: 5848 Actual to date: 4708 (4238 – 5649) Over performance against the tolerance levels
<p>A 12% reduction in Carbon Emissions has been observed compared to 2017/18.</p>		

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92% of the emissions are due to electricity, gas and diesel for appliances. There has been a 26% reduction in electricity used and a 22% reduction in gas. A 22% increase in diesel was recorded.

PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 10,212MWh (9191 – 10722) Actual to date: 9,349MWh Performance is within the tolerance levels
<p>Performance is below the lower tolerance level for the quarter. Performance is below the target and within the tolerance levels for the year. This has been supported by investment in assets through planned works such as hot water boiler replacements. Mild weather has also supported usage reduction due to lower demand for heating.</p>		
PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 5,497MWh (4948 – 5772) Actual to date: 4,059MWh Over performance against the tolerance levels
<p>Performance is within the tolerance levels for the quarter. Performance is below the lower tolerance levels for the year. This has been supported by investment in improving assets through planned works including UPS battery replacements, external lighting and electrical rewires.</p>		

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