APPENDIX 1

Performance Indicator Performance – Quarter Three 2015/16

Key: Blue Green Red

Over performance against the tolerance levels Performance is within the tolerance levels 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 fire fighting 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



The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 47 seconds Over performance against the tolerance levels

The median attendance time to high-risk (Cat 1) incidents in Q3 is 4 minutes 47 seconds, a slight increase of 5 seconds compared to Q2 although remaining well within the 5 minute target. This mirrors a trend seen in previous years as travel times appear to be affected in the winter months. Reaction times have remained stable.

Attendance times for Category 2, 3 & 4 incidents remain well within target:

- Category 2: 5 minutes 26 seconds (target is under 7 minutes)
- Category 3: 5 minutes 41 seconds (target is under 10 minutes)
- Category 4: 6 minutes 25 seconds (target is under 20 minutes)

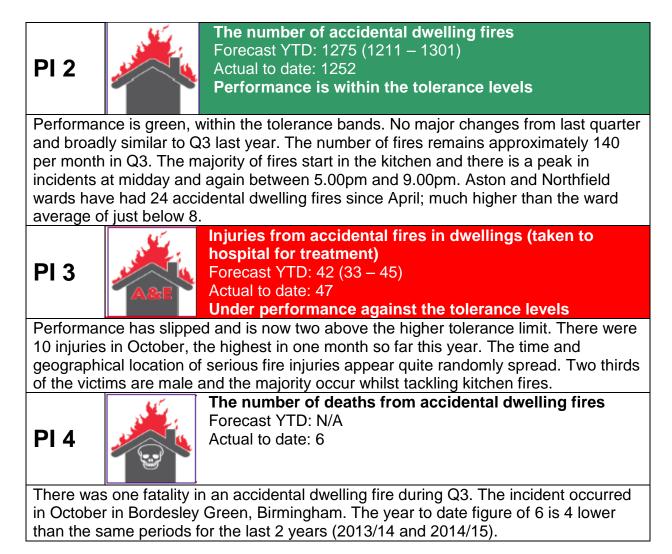
Prevention

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 5



The percentage of Home Safety Checks referred by our partners Forecast YTD: 40% Actual to date: 27.9% Under performance against the tolerance levels

Analysis has shown that the highest risk Safe & Well visits are predominantly the result of referrals from partner agencies. The target of 40% has not been reached and the YTD percentage has fallen slightly compared to the previous year. Commands are continuing to place an emphasis on developing and maintaining effective partnership referral pathways and some commands continue to achieve 25% plus S&W referrals. Black Country North Command has achieved 38% YTD (Wolverhampton 38.3% and Walsall 38.9%).



The number of Home Safety Check / Safe & Well Visit points achieved by the Brigade Forecast YTD: 97500 Actual to date: 163711.3 Over performance against the tolerance levels

The annual target of 135000 points for 2015/16 has been achieved in Q3, in part as a result of the positive effect on the figures due to the application of the new scoring system (applied retrospectively back to 1 April 2015) as part of the implementation of the revision to the electronic workbook and the roll-out of the Safe & Well visits. The number of HSCs completed during Q3 is 6158, a lower number than Q1 and Q2 although this could reflect the introduction of Safe & Well visits which take longer to carry out than HSCs. Q3 also covers the festive period, where it can prove difficult to book the same level of visits compared to other times in the year.





HSC

The number of people killed or seriously injured in road traffic collisions Forecast YTD: 889 Actual to date: 291

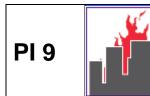
The road safety data indicates 291 people killed or seriously injured from 1 April 2015 to date. However, these figures are not up to date or accurate for this time period (only accurate up to July 2015). The general trend is that figures are slightly lower compared to the same time frame in 14/15 and 13/14.

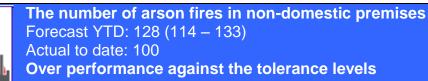




The number of arson fires in dwellings Forecast YTD: 185 (165 – 192) Actual to date: 155 Over performance against the tolerance levels

Arson dwelling fires are 10 below the lower tolerance limit. This is the lowest figure for 4 years. However, Q3 has the highest number this year - at 60 - and that's 11 more than the same period last year. Unlike accidental dwelling fires, the peak times are between 6.00pm and 1.00am. Foleshill ward in Coventry has had 20 incidents since April, which is much higher than any other ward. The ward average is just over two.





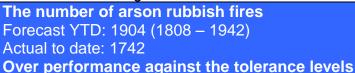
Arson fires in non-domestic properties are 14 below the lower tolerance level. As with arson dwelling fires, this is the lowest figure for four years. Half of the arson fires in non-domestic properties occur between 6.00pm and midnight. Nine were in prisons and another eight in psychiatric hospitals.



The number of arson vehicle fires Forecast YTD: 470 (422 – 493) Actual to date: 540 **Under performance against the tolerance levels**

The number of arson vehicle fires has continued to rise to its highest level for three years. It is now almost 50 incidents above the upper tolerance level. There were spikes in October (72) and November (70) but December has returned to more typical levels, with 49 incidents. The highest number of arson vehicle fires are predominantly to be found in the south and west of Birmingham.





Arson rubbish fires are comfortably below the lower tolerance level and remain blue. This is the lowest Quarter 3 number for three years. These types of incidents are typically affected by the weather. There were only 84 in December, which was a wet month.



The number of arson fires in derelict buildings Forecast YTD: 111 (100 – 116) Actual to date: 118 Under performance against the tolerance levels

onder performance against the tolerance levels

There have been 118 deliberate fires in derelict buildings since April. This is two higher than the upper tolerance level, so a red RAG rating is indicated. However, the number is only six higher than this time last year and lower than the previous three years. 39 of the 118 incidents (33%) were in Sandwell, which is more than the whole of Birmingham.

Protection

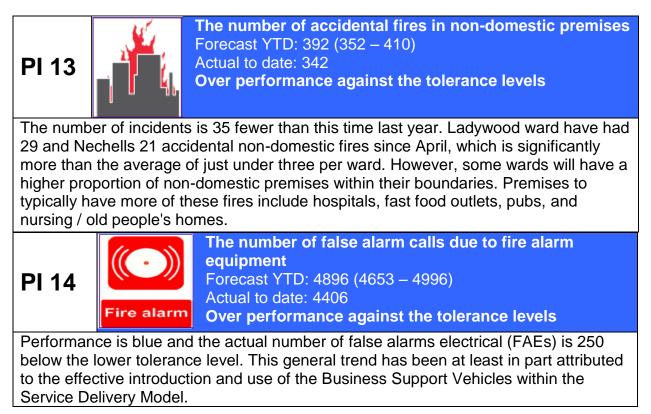
Our Protection Service prioritises the risks to the business sector, focusing on the provision of advice and importantly the enforcement of legislation with a mind set of continuing to support the economic wellbeing of the West Midlands.

To support the delivery of the following Strategic Objective:

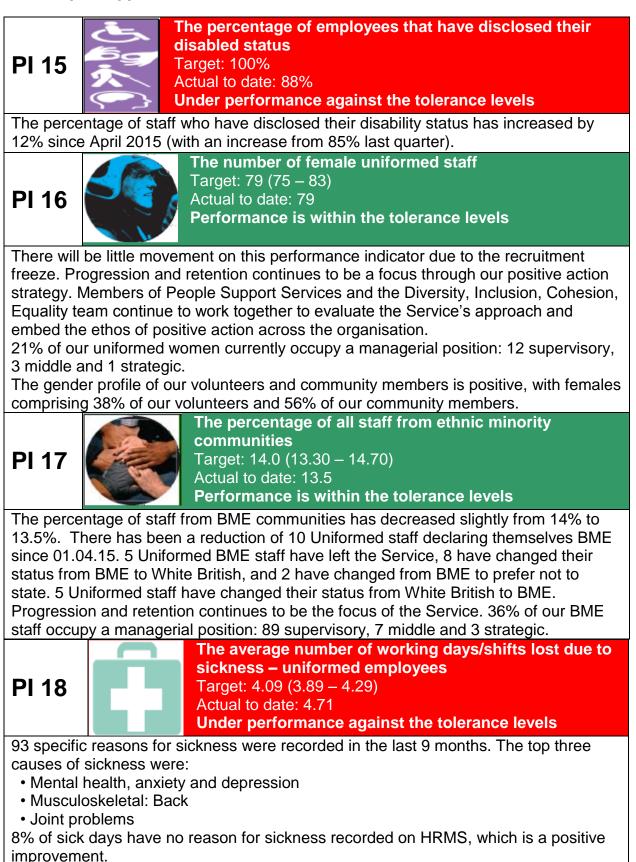
• We will advise and enforce on fire safety issues across the West Midlands to comply with fire safety legislation.

Overall assessment of performance:

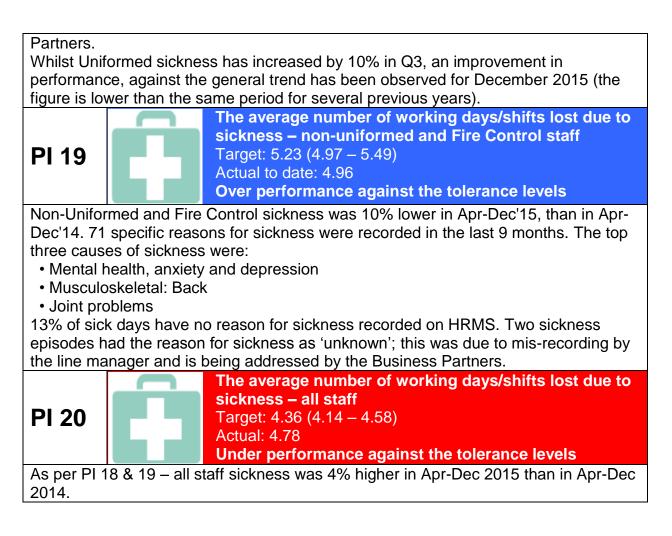
• Over performance against the tolerance levels



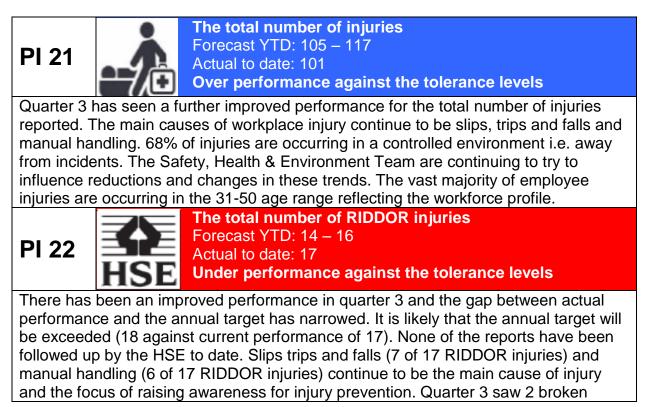
People Support Services



'Unknown' has been stated as the reason for 3 periods of sickness; these are due to mis-recording by the line manager and are being addressed by the Business



Safety, Health and Environment



ankles arising from dismounting the appliance on station and stumbling onto fire boots. A safety notice has been issued to raise awareness.





To reduce the Fire Authority's carbon emissions Forecast YTD: Actual to date:

This indicator is reported on annually.





To reduce gas use of Fire Authority premises Forecast YTD: 6461 – 7141MWh Actual to date: 6801MWh Performance is within the tolerance levels

Positive reporting, as overall usage is still below target, providing a Green RAG rating. This is very positive for the seasonal time of year. The heating was switched back on, on the 7th October.

With the heating switched on, combined with the drop in temperature, we would expect to see higher gas consumption, but levels have remained under target. This may be due to the milder winter we have had to date.

Top two stations with the greatest saving below their forecast of consumption were: Perry Barr and Erdington. The worst stations for over target consumption were Highgate (and Occupational Health) and Ladywood. Investigation into this evidenced that both Perry Barr and Erdington have both had new boiler plant within the past 18 months. This may account for the efficiencies. The worst two, have not had recent upgrades and Highgate also runs a hot air system which is not energy efficient.



To reduce electricity use of Fire Authority premises Forecast YTD: 4026 – 4450MWh Actual to date: 4238MWh **Performance is within the tolerance levels**

Overall positive reporting, with consumption reflecting an overall below target usage. We have seen a slight increase in consumption from last quarter, and this may be due to the winter months and darker nights.

The top two stations for efficiencies below target were West Bromwich and Binley. The worst two were Oldbury and Solihull. Further investigation into this revealed that Oldbury has two watches and a Training hub, with increased foot fall coming and going. Solihull also has a partnership working tenant- with increased personnel activity.

We have also progressed with Haden Cross partners, to reclaim utility costs from them, and have back dated charges. Billing will be on an annual basis going forward.