

**Performance Indicator Performance – Quarter Four 2015/16**

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 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

<b>PI 1</b>		<b>The Risk Based Attendance Standard</b> Target: under 5 minutes Actual: 4 minutes 47 seconds <b>Over performance against the tolerance levels</b>
		<p>The median attendance time to high-risk (Cat 1) incidents in Q3 is 4 minutes 47 seconds, the same figure as reported in quarter 3. This continues the improvement shown all year, ending the year with the best performance seen in several years. Reaction times have remained stable.</p> <p>Attendance times for Category 2, 3 &amp; 4 incidents remain well within target:</p> <ul style="list-style-type: none"><li>• Category 2: 5 minutes 25 seconds (target is under 7 minutes)</li><li>• Category 3: 5 minutes 35 seconds (target is under 10 minutes)</li><li>• Category 4: 6 minutes 25 seconds (target is under 20 minutes)</li></ul>




## 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

<b>PI 2</b>		<b>The number of accidental dwelling fires</b> Forecast YTD: 1704 (1619 – 1738) Actual to date: 1702 <b>Performance is within the tolerance levels</b>
Performance is green, within the tolerance bands. The year-end figure of 1702 is almost exactly the same as last year and just two under target. 62% of fires started in the kitchen. The wards with the highest deprivation levels had the highest number of incidents, such as Aston, Ladywood and Nechells.		
<b>PI 3</b>		<b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b> Forecast YTD: 61 (49 – 67) Actual to date: 63 <b>Performance is within the tolerance levels</b>
The number of injuries (taken to hospital) in accidental dwelling fires is above target but within the tolerance levels, so green (also reflecting an improvement from quarter 3 which saw the number of injuries above the upper tolerance limit and therefore rated as red). Most serious injuries resulted from kitchen fires, including 19 where cooking oil was responsible. Two thirds were male, but there were also a number of injuries to elderly individuals. Over half of individuals were sole occupants of the property.		
<b>PI 4</b>		<b>The number of deaths from accidental dwelling fires</b> Forecast YTD: N/A Actual to date: 9
There were 3 fatalities during quarter 4, and 9 fatalities in all during 2015/16. This is significantly fewer than the previous year (19), and the lowest since 2012/13. Six individuals were over 60 years of age, and four were over 70. Seven were sole occupants of the property. The principal cause of the fire was smoking related in six of the nine incidents.		

<b>PI 5</b>		<p><b>The percentage of Home Safety Checks referred by our partners</b>  Forecast YTD: 40%  Actual to date: 28.8%  <b>Under performance against the tolerance levels</b></p>
<p>Analysis has shown that the highest risk Safe &amp; Well (S&amp;W) visits are predominantly the result of referrals from partner agencies. The target of 40% has not been reached and the year to date (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&amp;W referrals, with Black Country North achieving 38% YTD (Wolverhampton 38.5% and Walsall 37.6%).</p>		
<b>PI 6</b>		<p><b>The number of Home Safety Check / Safe &amp; Well Visit points achieved by the Brigade</b>  Forecast YTD: 130000  Actual to date: 204445  <b>Over performance against the tolerance levels</b></p>
<p>During Q2 and 3 the risk point scoring system has been revised to better reflect the level and range of fire risk and to better align with the priority target groups identified in the Command Level 3 plans. The electronic workbook was revised and implemented in early November and the new scoring system applied retrospectively back to the 1st April 2015. There are a small number of new risk elements that have been added that could not be scored retrospectively. It can be seen that this has had a positive effect on the overall points for the year with the total target for the year achieved during Q3. This revision to the scoring system makes the comparison with the previous years' inappropriate.</p> <p>The number of S&amp;W visits completed during Q4 is 5300. This is a lower number than 6,350 in Q3, 8,267 in Q2 and, 7,940 in Q1. However, the content of the S&amp;W visit is far wider than the previous Home Safety Check and the visits can take up to 1hr to complete.</p> <p>The average points score per visit is:</p> <p>Q1 = 7.01 points per visit  Q2 = 7.26  Q3 Oct only = 6.99 points per visit over 3,029 visits</p> <p>Safe and Well visits started on 1st November:</p> <p>Q3 Nov + Dec = 7.80 points per visit over 3,321 visits  Q4 = 7.59</p> <p>This shows that whilst there is a reduced number of visits that the risk points score has increased since the introduction of Safe and Well visits.</p>		

<b>PI 7</b>		<b>The number of people killed or seriously injured in road traffic collisions</b> Forecast YTD: Not applicable Actual to date: 469
The road safety data indicates 469 KSI from 1 April to date, however these figures are not up to date or accurate for this time period and are only accurate up to November 2015. The general trend, compared to the same time frame in 2014/15 (669) and 2013/14 (641), is that the figures are slightly lower.		
<b>PI 8</b>		<b>The number of arson fires in dwellings</b> Forecast YTD: 185 (215 – 251) Actual to date: 239 <b>Over performance against the tolerance levels</b>
Arson dwelling fires are 17 below the lower tolerance limit. The figure is 25 lower than last year and almost half the number attended in 2011/12. As with arson vehicle fires, incidents tend to occur late, with peak times between 18:00 and 02:00 hrs.		
<b>PI 9</b>		<b>The number of arson fires in non-domestic premises</b> Forecast YTD: 159 (143 – 167) Actual to date: 151 <b>Performance is within the tolerance levels</b>
There were fifty one deliberate fires in non-domestic premises during quarter 4, which is high for the period. However, the year-end figure remains on target and therefore rated green. A significant number occur in the prison, HMP Winson Green, and in psychiatric wards of hospitals. Businesses most affected are within the retail and entertainment categories.		
<b>PI 10</b>		<b>The number of arson vehicle fires</b> Forecast YTD: 610 (549 – 641) Actual to date: 725 <b>Under performance against the tolerance levels</b>
The number of arson vehicle fires is the highest year-end figure since 2011/12 and well above the upper tolerance level of 641. As expected, the majority of incidents occur in Birmingham but there have been more than 100 incidents in Sandwell, which is high given its relative size and population. Some wards are particular hotspots and these are identified in previous comments and the incident map provided at quarter 3. Arson vehicle fires typically occur at night, with very few incidents reported in daylight hours.		
<b>PI 11</b>		<b>The number of arson rubbish fires</b> Forecast YTD: 2304 (2189 – 2350) Actual to date: 2133 <b>Over performance against the tolerance levels</b>
The number of arson rubbish (outdoor) fires is still high compared to other incident types, but lower than the annual target and it continues to reduce year on year. There were approximately half the number of incidents in 2015/16 compared to 2011/12, when there were more than 4000 incidents.		

<b>PI 12</b>		<b>The number of arson fires in derelict buildings</b> Forecast YTD: 133 (120 – 140) Actual to date: 144 <b>Under performance against the tolerance levels</b>
<p>Unlike the majority of the performance indicators, the number of arson fires in derelict buildings has increased, from 137 in 2014/15 to 144 this year (which is one more incident than 2013/14 and lower than the number of 171 in 2012/13). Nearly a third of incidents occurred in Sandwell, but there were also 25 incidents in Walsall and 20 in Dudley, which are relatively high when compared to the 32 incidents recorded in Birmingham.</p>		

## 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

<b>PI 13</b>		<b>The number of accidental fires in non-domestic premises</b> Forecast YTD: 507 (456 – 532) Actual to date: 461 <b>Performance is within the tolerance levels</b>
<p>The year-end total of 461 is inside the tolerance levels and lower than the target for the year. As with many incident types, it also decreasing year on year, with fifty fewer incidents than 2014/15, and 180 fewer incidents compared to 2011/12. There are hotspots, such as the Nechells and Ladywood wards, where 66 accidental non-domestic fires have occurred.</p>		
<b>PI 14</b>	 <b>Fire alarm</b>	<b>The number of false alarm calls due to fire alarm equipment</b> Forecast YTD: 6334 (6018 – 6461) Actual to date: 5735 <b>Over performance against the tolerance levels</b>
<p>The number of false alarm calls due to fire alarm equipment has remained well below the lower tolerance level and remains blue for year-end. As recorded in quarter 3, this reduction has been at least partly attributed to the introduction of the Business Support Vehicles.</p>		


## People Support Services

<b>PI 15</b>		<p><b>The percentage of employees that have disclosed their disabled status</b>  Target: 100%  Actual to date: 88.8%  <b>Under performance against the tolerance levels</b></p>
<p>The percentage of staff who have disclosed their disability status has increased by 13% since April 2015, to 88.8%.</p>		
<b>PI 16</b>		<p><b>The number of female uniformed staff</b>  Target: 79 (75 – 83)  Actual to date: 78  <b>Performance is within the tolerance levels</b></p>
<p>There will be little movement on this performance indicator due to the recruitment freeze. Progression and retention continues to be a focus through our positive action strategy.</p> <p>There are 78 female uniformed staff. This is one less than last year: 2 female firefighters have joined us on secondment from Hereford and Worcester; 2 female uniformed staff have taken career breaks in 2015/16, and 1 is on secondment at the Fire Service College. We are soon to lose three female uniformed staff - 2 to return to Hereford and Worcester, and 1 to transfer to another Brigade. We will then have 75 female firefighters.</p>		
<b>PI 17</b>		<p><b>The percentage of all staff from ethnic minority communities</b>  Target: 14.0 (13.30 – 14.70)  Actual to date: 13.33  <b>Performance is within the tolerance levels</b></p>
<p>The percentage of staff from BME communities has decreased very slightly from 13.5% to 13.33%. A number of BME staff have retired, others have reclassified their ethnic status on the HRMS. This indicator is to be redefined: 'White Irish' and 'White – any other White background' are to be categorised as 'White', not as 'BME'. This is to bring the Service into line with national and local recording.</p> <p>With the continuing recruitment freeze, progression and retention continues to be the focus of the Service.</p>		
<b>PI 18</b>		<p><b>The average number of working days/shifts lost due to sickness – uniformed employees</b>  Target: 5.51 (5.43 – 6.00)  Actual to date: 6.13  <b>Under performance against the tolerance levels</b></p>
<p>Overall, the year-end figure for Uniformed sickness has seen an increase of 2%. However, as per quarter 3, Uniformed sickness has continued to decrease in quarter 4, (a large increase was experienced at the start of the year but the figures have decreased, particularly during December to March). The figures for quarter 4 have followed expected seasonal trends against previous reporting periods.</p> <p>The top 5 absences are Mental Health, Post-Operative, Joint Problems, Gastrointestinal and Musculoskeletal.</p> <p>The balance between Long Term Sickness and Short Term Sickness for 2015/16 is 62% of sickness for uniformed employees is Long Term Sickness.</p>		



<b>PI 19</b>		<b>The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff</b> Target: 6.95 (6.60 – 7.29) Actual to date: 6.85 <b>Performance is within the tolerance levels</b>
<p>Non-Uniformed and Fire Control sickness has decreased by 6%. The figures for quarter 4 have been slightly higher than previous months but remain within target (quarter 1, 2 &amp; 3 were all reported as blue). There will continue to be targeted discussion with managers at team meetings around sickness issues to ensure that appropriate support and monitoring of sickness is in place, and we will pro-actively continue with this strategy through the local business partners. Top 5 absences are Mental Health, Musculoskeletal, Joint problems, Respiratory (Cold/Flu), and Post-Operative, accounting for 59% of the days lost to sickness during 2015/16. 7.9% of sick days have no reason for sickness recorded on HRMS, a slight reduction on the previous quarter. 12% of back to work interviews have not been recorded on HRMS.</p>		
<b>PI 20</b>		<b>The average number of working days/shifts lost due to sickness – all staff</b> Target: 6.01 (5.71 – 6.32) Actual: 6.31 <b>Performance is within the tolerance levels</b>
<p>As per PI 18 &amp; 19. This indicator is just within the upper tolerance level and has been reported as green for the first time since quarter 1 (previously red during quarters 2 &amp; 3).</p>		

## Safety, Health and Environment

<b>PI 21</b>		<b>The total number of injuries</b> Forecast YTD: 148 (141 – 155) Actual to date: 131 <b>Over performance against the tolerance levels</b>
<p>The total number of injuries have fallen by 22% on the previous year. This is the first fall in injuries since 2012/13. A detailed analysis though has shown that the two most common types of injury by cause (slips/trips/falls and manual handling) actually showed a slight increase this year. The major reason for the reduction has been a large reduction in the 'struck against/struck' by injury type which has fallen from 49 the previous year to 24. These are generally minor types of injury where someone has bumped into an object.</p> <p>The main reductions by Command area are in Birmingham (61 injuries to 45) and in non-commands (52 to 26). The SHE Team will continue to focus on slips/trips/falls and manual handling as these are the main causes of the more serious injuries. 94% of employee injuries occurred in the 25-55 year age range reflecting the age profile of the Service.</p>		

<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Forecast YTD: 18 Actual to date: 22 <b>Under performance against the tolerance levels</b>
<p>The number of injuries reportable to HSE under RIDDOR has been stable for the past 3 years (22-22-21). This indicator has been rated as red due to the use of a 3 year average and the 2012-13 RIDDOR figure being very low at 15. Within this category (RIDDOR), there are specified injuries which are the more serious fractures (the main category is an over 7 day absence from work following an injury). The specified injury figure has remained static over the past 4 years (3-2-3-3). This year, the 3 specified injuries all occurred on station (2 broken ankles whilst dismounting the appliance and a fracture to the arm lifting suction hose whilst training). THE HSE have not followed up any of the reports made. The SHE Team have issued a Bulletin raising awareness about dismounting injuries. Overall, the main cause of RIDDOR reports remains slips/trips/falls (10 reports) and manual handling (7 reports) and the SHE Team will continue to make these the main area of prevention/awareness work. Of the 22 reports, seven occurred at incidents which is a low historical figure but the number of non-incident reports (15) where there is a controlled environment indicates that some further improvement is possible.</p>		
<b>PI 23</b>		<b>To reduce the Fire Authority's carbon emissions</b> Forecast YTD: 6813 (6426 – 7140) Actual to date: 6276 (provisional) <b>Over performance against the tolerance levels</b>
<p>This indicator is only reported on annually. The carbon footprint includes gas and electricity emissions but also factors in those from diesel, air and rail journeys, heating oil and so on. Some utility bills are still outstanding but will not make a significant impact. This year's figure is especially low. Some factors include a very mild winter lowering use of gas and electricity, less air journeys and a wider use of Brigade Response Vehicles that are more fuel efficient.</p>		
<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 13315 – 13980MWh Actual to date: 11210MWh <b>Over performance against the tolerance levels</b>
<p>Further positive reporting for overall gas usage on station. The high majority of returns were under target. Only slightly poorer performance on usage seen at Ladywood and Brierley Hill. As previously reported, these sites are due further upgrades to the gas heating system. Overall savings to gas usage can be attributed to a very mild winter.</p>		
<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: 5885 – 6180MWh Actual to date: 5526MWh <b>Over performance against the tolerance levels</b>
<p>Electricity usage for Qtr 4 remains under projected targets, with the best two performing stations being Erdington and Kings Norton., with no known associated reason.</p> <p>The worst two sites were Solihull and Tipton. Solihull, as previously reported has long term partnership tenants which will have an impact on increased usage. Tipton appears to have peaked since October but appears to have lower targets, so this may be a data issue. We have successfully secured ongoing payments for electricity from the partners in Haden Cross. These charges were back dated.</p>		



