


**Key Performance Indicators Status – Quarter Two 2020/21**

<b>Key:</b>	
Blue	Over performance against the tolerance levels
Green	Performance is within the tolerance levels
Red	Under performance against the tolerance levels

**Response**

Our response priorities focus on dealing excellently with emergency incidents:


- Through risk management, the most serious incidents in high-risk areas will be attended within five minutes, to save life, protect homes and businesses, and keep our transport networks moving
- Risk to life and property will be reduced through our commitment to operational excellence, enabling an assertive, effective and safe emergency response to all incidents whilst supporting firefighter safety
- At all incidents attended, rescue operations will be led and co-ordinated by WMFS whilst working collaboratively with other agencies to deliver an excellent response and meet public expectations
- National resilience will be enhanced through delivery of a local, national and international response to major incidents, new risks and humanitarian situations through our specialist response teams


<b>PI 1</b>	 <p>The Risk Based Attendance Standard          Target: under 5 minutes          Actual: 4 minutes 32 seconds          Over performance against the tolerance levels</p>
<p>The median attendance time to high-risk (Cat 1) incidents in quarter two was 4 minutes 32 seconds, a 6 second increase compared to the previous quarter. All Commands were below the 5-minute attendance target. Attendance times for both quarters one and two are low, reflected in the year to date average of 4 minutes 29 seconds.</p> <p>Attendance times for Category 2, 3 &amp; 4 incidents remain significantly below the respective targets:</p> <p>Category 2 – 5 minutes 15 seconds (target of 7 minutes)          Category 3 – 4 minutes 39 seconds (target of 10 minutes)          Category 4 – 6 minutes 31 seconds (target of 20 minutes)</p>	

## Prevention

Our prevention priorities focus on making safer, healthier communities:

- The number of people killed or seriously injured by fire-related incidents will reduce as we focus, with our partners, on reducing the risks faced by the most vulnerable people in our communities
- The safety, health and well-being of the most vulnerable people in our communities will improve by targeting 'radical prevention' interventions that are directly linked to vulnerability from fire
- Arson-related incidents will fall, supporting safer and stronger communities, as a result of our partnership working
- Fewer people will be killed or seriously injured on West Midlands roads, and we will keep our transport networks moving, as we work with the West Midlands Combined Authority and other organisations to develop and deliver interventions that support the West Midlands Regional Road Safety Strategy.

PI 2		<p>The number of accidental dwelling fires Target YTD: 816 (726 – 881) Actual to date: 833 Performance is within the tolerance levels</p>
<p>There have been 833 Accidental Dwelling Fires for the year to date (YTD), 1.8% over target and remaining within the tolerance levels. 389 incidents were recorded during the quarter compared to the quarterly target of 382. The number of incidents recorded in quarter two remains consistent with the same period in previous years.</p> <p>Breakdown of incidents via Command Area:</p> <ul style="list-style-type: none"><li>• Black Country North Command is within target for the year to date despite having recorded 165 ADF's against a target of 159. However, vigilance should be maintained as Wolverhampton borough is currently above tolerance having recorded 97 ADF's, although Walsall borough is within target.</li><li>• Black Country South Command is within target for the year to date having recorded 153 ADF's against a target of 173 (-11.5%). Sandwell Borough with a YTD total of 91 ADF's is currently within target, however Dudley Borough is below tolerance having recorded a YTD total of 62 ADF's against a target of 89 (-30.4%).</li><li>• Birmingham North is within target for the YTD, having recorded 184 ADF's against a target of 192 (-4.0%). By contrast, Birmingham South is over tolerance for the YTD having recorded 191 ADF's against a target of 166 (14.8% over).</li><li>• Coventry and Solihull Command is over tolerance for the YTD having recorded 138 ADF's against a target of 127 (8.6%). Whilst Solihull Borough is within target, Coventry Borough is currently over tolerance having recorded 93 ADF's which is 10 incidents (12.0%) over target.</li></ul>		


PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Target YTD: 26 (9 – 23) Actual to date: 18 Performance is within the tolerance levels
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There have been 18 injuries from accidental fires in dwellings recorded year to date, eight below target.

Seven injuries were recorded during quarter 2, 47.0% (6 casualties) below target, and within tolerance levels.

- Five injuries were sustained in kitchens with cooking appliances as the source of ignition.
- Three injuries took place between 10:00 and 13:00hrs and three between 21:00 and 01:00hrs.
- Alcohol or drugs was indicated as a factor in three injuries.
- Four of the seven persons injured were female.
- Four were between the ages of 47 and 59 years and a further two were 70+ years.
- Five of those injured were defined as 'White British' and one as 'Caribbean'
- There were no incidents with multiple PI injuries.


All Commands are within target or tolerance, with the exception of Black Country South which continues to record the greatest number of PI injures across the Service. However, it should be noted that the numbers are very small; the Command is currently above tolerance with eight year to date PI injuries against a target of four. During quarter 2 Black Country South recorded four PI injuries which were all within Sandwell Borough. All other Commands each recorded one PI injury.

PI 4		The number of deaths from accidental dwelling fires Target YTD: N/A Actual to date: 4
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There have been four fatalities in accidental dwelling fires this year to date. Two fatalities were recorded during quarter two, both within Birmingham Command and both occurring in September.

The first fatality was in the Birmingham North Borough and involved a 74-year-old male that was overcome by smoke which resulted from a fire caused by a faulty toaster.

The second fatality was in the Birmingham South Borough and involved a 72-year-old male. The fire was caused by a cooking appliance being left on; however, it is not yet known if the cause of death was fire related or linked to a pre-existing medical condition.

PI 5		<p>The percentage of Safe and Well visits referred by our partners                  Target YTD: 45% (45% - 47%)                  Actual to date: 44.2%                  Under performance against the tolerance levels</p>
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The percentage of Safe and Well visits referred by our partners for quarter two was 44.2%, marginally below the target of 45%.


PI 6		<p>The number of Safe &amp; Well points achieved by the Brigade                  Target YTD: 137,500                  Actual to date: 44,430                  Under performance against the tolerance levels</p>
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The lockdown and Business Continuity arrangements have had a significant impact on performance. During this quarter the guidance has remained constant whereby under Business Continuity arrangements face-to-face Safe and Well visits were prioritised to high risk households where the Covid status would allow access. Remote Safe and Well visits were also delivered which are counted as part of this return.

The target for the total Safe and Well points is 259,690 for the year. During quarter two, we achieved 27,221 points were achieved during quarter two, below the quarterly target of 68,750 points and resulting in 44,430 points year to date.

3560 Safe and Well visits were carried out this quarter (up from 2279 during quarter one), equating to 0.67 per appliance per 24 hours (based on 58 appliances being available 24/7).

It should be noted that the Tymly system was not used during this quarter.

PI 7		<p>The number of people killed or seriously injured (KSI) in road traffic collisions                  Target YTD: Not applicable                  Actual to date: 136</p>
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Please note that the following is West Midlands Police data provided by Transport for West Midlands. The data covers the quarter one period 01/04/20 to 30/06/20. Due to the nature of road traffic collision (RTC) incidents and the time they take to be finalised, the figures provided in this report may be subject to revision in future time periods.

During quarter one there were 10 fatal and 119 serious RTC's that resulted in 10 fatalities and 126 serious injuries. This compares favourably to the same period in 2019 (when there were 12 fatal and 211 serious RTC's resulting in 13 fatalities and 229 serious casualties) and to Q4 of 2019/20 (when there were 13 fatal and 168 serious RTC's resulting in 13 fatalities and 182 serious casualties). The reductions are likely to be due to the Covid-19 'lockdown' when travel restrictions were in force and vehicle usage was significantly less.

- Black Country North recorded 1 fatal 22 serious incidents, resulting in 1 fatality and 22 serious injuries.
- Black Country South recorded 3 fatal 24 serious incidents, resulting in 3 fatalities and 25 serious injuries.
- Birmingham recorded 2 fatal 56 serious incidents, resulting in 2 fatalities and 61 serious injuries.
- Coventry & Solihull recorded 4 fatal 17 serious incidents, resulting in 4 fatalities and 18 serious injuries.
- Nearly half (48.4%) of all those killed or seriously injured in RTC's during Q1 were between the ages of 20 and 39, and just over a quarter (27.0%) were between the ages of 40 and 59.
- Drivers or riders of vehicles accounted for 8 fatal and 84 serious injuries, whereas pedestrians accounted for 2 fatal and 28 serious injuries, and passengers accounted for 14 serious injuries.

PI 8




The number of deliberate fires in dwellings  
Target YTD: 108 (84 – 126)  
Actual to date: 89  
Performance is within the tolerance levels

The number of Deliberate Dwelling Fires recorded year to date were 19 below target and within the tolerance levels. 45 deliberate dwelling fires were recorded during quarter two, 16.2% below the quarterly target of 54 incidents, and within the tolerance levels. This figure represents the lowest number of incidents of this type recorded during a second quarter of any year.


For the year to date, all Commands are below the respective lower tolerance levels except for Birmingham which is within the tolerance levels:

- Black Country North (YTD) performance is 9 incidents (39.0%) below target of 23.
- Black Country South (YTD) performance is 7 incidents (45.4%) below target of 16.
- Birmingham North (YTD) performance is one incident (1.9%) above target level of 27 but within tolerance.
- Birmingham South (YTD) performance is one incident (4.4%) above target level of 26 but within tolerance.
- Coventry & Solihull (YTD) performance is 4 incidents (26.0%) below target of 15.

PI 9		The number of deliberate fires in non-domestic premises Target YTD: 76 (59 – 89) Actual to date: 65 Performance is within the tolerance levels
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There have been 65 deliberate fires in non-domestic premises for the year to date, 11 (14.7%) below target and performance within the tolerance levels. There were 38 incidents recorded during quarter two, 3.2% above the quarterly target of 37.

- Black Country North (YTD) has recorded 7 incidents which is 36.7% below the target of 11 and is below tolerance. Both Walsall and Wolverhampton are below tolerance.
- Black Country South (YTD) has recorded 17 incidents which is 9.1% below the target of 19. Sandwell is below tolerance, whereas Dudley is currently above tolerance.
- Birmingham North (YTD) has recorded 18 incidents which is 33.8% below the target of 27 and is below tolerance.
- Birmingham South (YTD) has recorded 20 incidents which is 72.2% above the target of 12 and is above tolerance.
- Coventry & Solihull (YTD) has recorded 3 incidents (all within Coventry Borough) which is 60.8% below the target of 8 and is below tolerance.

PI 10		The number of deliberate vehicle fires Target YTD: 389 (303 – 454) Actual to date: 312 Performance is within the tolerance levels
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There have been 312 deliberate vehicle fires during this year to date, 77 (19.9%) below target and within the tolerance levels. There were 182 incidents recorded during quarter two, 7.7% below the quarterly target.


- Black Country North (YTD) has recorded 60 incidents which is 1.5% below the target of 61 and is within target and tolerance. Both Walsall and Wolverhampton Boroughs are within target.
- Black Country South (YTD) has recorded 78 incidents which is 4.4% below the target of 82. Sandwell is within target, whereas Dudley is currently below tolerance.
- Birmingham North (YTD) has recorded 58 incidents which is 37.4% below the target of 98 and is below tolerance.
- Birmingham South (YTD) has recorded 68 incidents which is 12.1% below the target of 77 but is within tolerance.
- Coventry & Solihull (YTD) has recorded 47 incidents which is 60.8% below the target of 76 and is below tolerance. Both Coventry and Solihull Boroughs are below tolerance.

<b>PI 11</b>		<b>The number of deliberate rubbish fires</b> Target YTD: 982 (874 – 1060) Actual to date: 746 Over performance against the tolerance levels
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There have been 746 deliberate rubbish fires for the year to date, 236 (24.3%) below the target and below the lower tolerance level. 360 incidents were recorded during quarter two, which is the lowest number of such incidents recorded during the second quarter of any year. The figure was 24% below the target and below the lower tolerance level.

- Black Country North (YTD) has recorded 182 incidents which is 13.2% below the target of 210 and is within target and tolerance. Whilst Walsall Borough is below tolerance, Wolverhampton Borough is above tolerance.
- Black Country South (YTD) has recorded 203 incidents which is 9.1% below the target of 223 but is within tolerance. Dudley is within target, whereas Sandwell is currently below tolerance.
- Birmingham North (YTD) has recorded 141 incidents which is 17.4% below the target of 171 and is below tolerance.
- Birmingham South (YTD) has recorded 88 incidents which is 50.4% below the target of 177 and is below tolerance.
- Coventry & Solihull (YTD) has recorded 130 incidents which is 35.5% below the target of 201 and is below tolerance. Both Coventry and Solihull Boroughs are below tolerance.

The main property types recorded during quarter two were 'loose refuse/rubbish', 'Rubbish bin/small refuse container' and 'Other rubbish item (e.g. dumped / discarded sofa or mattress)'. Together these accounted for over three quarters (76.9%) of all deliberate rubbish fires. Incidents were higher on Mondays and Tuesdays and peak times were between 19:00 and 22:00.

<b>PI 12</b>		<b>The number of deliberate fires in derelict buildings</b> Target YTD: 77 (60 – 90) Actual to date: 51 Over performance against the tolerance levels
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There have been 51 deliberate fires in derelict buildings recorded year to date, 26 incidents (33.7%) below target, and below the lower tolerance level. There were 32 incidents recorded during quarter two, against the quarterly target of 32.


- Black Country North (YTD) has recorded 19 incidents which is 7.1% below the target of 20 and is within target and tolerance. Whilst Wolverhampton Borough is below tolerance, Walsall Borough is above tolerance.
- Black Country South (YTD) has recorded 18 incidents which is 35.1% below the target of 28 but is within tolerance. Dudley is within target, whereas Sandwell is currently below tolerance.

- Birmingham North (YTD) has recorded 5 incidents which is 50.0% below the target of 10 and is below tolerance.
- Birmingham South (YTD) has recorded 7 incidents which is 42.7% below the target of 12 and is below tolerance.
- Coventry & Solihull (YTD) has recorded 2 incidents (all within Coventry Borough) which is 69.7% below the target of 7 and is below tolerance.

## Protection

Our protection priorities focus on protecting life and property to make businesses stronger and communities safer:

- Life and property will be protected by targeting high-risk buildings and vulnerable businesses, including residential high-rises, to ensure compliance and enforcement of fire safety legislation
- Improved community safety through implementing outcomes of the Independent Review of Building Regulations and Fire Safety
- Improved community safety through innovative and contemporary approaches to the delivery of protection activities and working cohesively with partners at local, regional and national levels to influence the development of new and enabling legislation
- Prosperity and economic growth are enhanced by educating and supporting businesses, including collaboration with other regulators and partner agencies
- Disruption to businesses, communities and West Midlands Fire Service caused by unwanted fire signals from fire alarms will be reduced.

PI 13		<p>The number of accidental fires in non-domestic premises Target YTD: 216 (168 – 252) Actual to date: 166 Over performance against the tolerance levels</p>
<p>There have been 166 Accidental Fires at Non-Domestic Properties this year to date, 50 incidents (23.2% below the target, and below the lower tolerance level. There have been 85 incidents recorded during quarter two, 16.6% below the quarterly target of 102.</p> <p>In line with performance observed during quarter one, the number of incidents recorded is likely to be due (in part) to Covid-related restrictions that were, and remain in force, including a significant number of people continuing to work from home where able to do so. This is reflected in the premises types most recorded during the year to date which were ‘shops’ (27.7%) and ‘factories/warehouses’ (27.1%). By contrast only 7.2% of all accidental non-domestic fires took place within offices.</p> <ul style="list-style-type: none"><li>• Black Country North (YTD) has recorded 27 incidents which is 20.6% below the target of 34 and is within target. Whilst Wolverhampton Borough is within target, Walsall Borough is below tolerance.</li></ul>		



- Black Country South (YTD) has recorded 47 incidents which is 2.4% below the target of 48 and is within tolerance. Both Sandwell and Dudley Boroughs are within target.
- Birmingham North (YTD) has recorded 42 incidents which is 43.7% below the target of 75 and is below tolerance.
- Birmingham South (YTD) has recorded 24 incidents which is the target level.
- Coventry & Solihull (YTD) has recorded 26 incidents which is 26.4% below the target of 35 and is below tolerance. Coventry Borough is currently within target whilst Solihull Borough is below tolerance.

PI 14





The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises  
Target YTD: 2970 (2644 – 3208)  
Actual to date: 2924  
Performance is within the tolerance levels




There have been 2924 False Alarms due to Equipment (FAE) this year to date, which is below target and within the tolerance levels. There were 1558 incidents recorded during quarter two, 2.1% below the quarterly target.



During the quarter 1,204 incidents were within dwellings. Of these, 446 incidents were due to cooking or burnt toast and a further 368 were due to faulty alarms. Of the remaining 352 incidents (which were at non-domestic premises), once again faulty alarms caused 107 incidents and cooking/burnt toast caused 60.

- Black Country North (YTD) has recorded 577 incidents which is 7.2% below the target of 622 and is within target. Whilst Wolverhampton Borough is within target, Walsall Borough is below tolerance.
- Black Country South (YTD) has recorded 543 incidents which is 5.2% above the target of 516 but is within tolerance. Sandwell Borough is currently within target whereas Dudley Borough is above tolerance.
- Birmingham North (YTD) has recorded 792 incidents which is 3.0% below the target of 816 and is within tolerance.
- Birmingham South (YTD) has recorded 545 incidents which is 0.3% below the target of 547 and within tolerance.
- Coventry & Solihull (YTD) has recorded 464 incidents which is 1.1% below the target of 469 and is within tolerance. Both Coventry and Solihull Boroughs are within target.

People Support Services

<b>PI 15</b>		<b>The percentage of employees that have disclosed their disabled status</b> Target: 100% (95% - 100%) Actual to date: 94% Under performance against the tolerance levels
<p>The percentage of employees disclosing their disability status remains high at 94% (although a slightly lower percentage than previously seen). 4% of employees have stated that they do have a disability.</p> <p>98% of all employees have declared their ethnicity, and 86% have made a declaration regarding their sexual orientation. It should be noted that 12% of employees have declared that they 'prefer not to say'.</p>		
<b>PI 16</b>		<b>The number of female uniformed staff</b> Target: 161 (153 – 169) Actual to date: 149 Under performance against the tolerance levels
<p>There are 149 female uniformed staff.</p> <p>Since April 2020 to September 2020, 28 new entrant firefighters have been recruited of which 5 (18%) are women.</p> <p>During October to December 2019 a female recruitment programme was conducted and 16 women completed this programme. 50% went on to be successful during the selection process. A further programme commenced in February 2020 and those candidates are currently undergoing selection activity. The programme was adapted and delivered virtually due to the restrictions of the Covid pandemic. There are some early indications that the inability for us to deliver face to face fitness sessions for female candidates has had an impact on the success rates of women at the practical tests. Plans are now being put in place to deliver fitness sessions again once BCMT have approved a Covid 19 risk assessment.</p> <p>The Kit familiarisation sessions prior to the Trainee Firefighter Development programmes were put on hold during the pandemic, however, these will recommence towards the latter part of this calendar year ahead of the course due to commence in January 2021.</p> <p>41% of uniformed posts are Crew Commander or above. 24% of female Uniformed staff, and 43% of male Uniformed staff are in these posts.</p>		

PI 17		<p>The percentage of all staff from BAME communities Target: 12.9% (12.2% – 13.5%) Actual to date: 12.8% Performance is within the tolerance levels</p>
<p>The percentage of all staff from black and minority ethnic (BAME) communities is 12.9%.</p> <p>Since April 2020 to September 2020, 28 new entrant firefighters have been recruited of which 9 (32%) are BAME.</p> <p>The recruitment programme scheduled for BAME candidates was cancelled due to the Covid pandemic. Positive action sessions have continued to be delivered virtually.</p> <p>The Kit familiarisation sessions prior to the Trainee Firefighter Development programmes were put on hold during the pandemic, however, these will recommence towards the latter part of this calendar year ahead of the course due to commence in January 2021.</p> <p>41% of Uniformed posts are Crew Commander or above. 24% of BAME Uniformed staff, and 44% of White Uniformed staff are in these posts.</p>		
PI 17a		<p>The percentage of uniformed staff from BAME communities Target: 11.9% (11.4% – 12.4%) Actual to date: 11.9% Performance is within the tolerance levels</p>
<p>11.9% of Uniformed staff are from BAME communities, which is exactly on target.</p> <p>See PI17 for further information on recruitment year to date.</p>		
PI 18		<p>The average number of working days/shifts lost due to sickness – all staff Target: 1.68 (1.60 – 1.76) Actual to date: 1.68 Performance is within the tolerance levels</p>
<p>An average of 1.68 working days/shifts per person were lost due to sickness during quarter two, exactly on target and within the tolerance levels.</p> <p>An average of 3.19 working days/shifts per person were lost due to sickness year to date, below the target of 3.61 days. This figure represents a 19% decrease compared to the same period in 2019/20 (an 8% reduction when Covid sickness figures are included).</p>		

<p>PI 19</p>		<p>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff                  Target: 1.70 (1.62 – 1.78)                  Actual to date: 1.87                  Under performance against the tolerance levels</p>
<p>An average of 1.87 working days/shifts per person were lost due to sickness during quarter two, above the target and above the upper tolerance level. This figure increases to 1.96 when Covid sickness figures are included.</p> <p>Although the PI is not on target when compared to quarter two 2019/20, looking at the six months April to September 2020 together there has been a 19% reduction compared to the same period in 2019. The reduction is 10% when Covid sickness figures are included.</p>		
<p>PI 20</p>		<p>The average number of working days/shifts lost due to sickness – non-uniformed staff                  Target: 1.60 (1.52 – 1.68)                  Actual: 1.02                  Over performance against the tolerance levels</p>
<p>An average of 1.02 working days/shifts per person were lost due to sickness during quarter two, below the target and below the lower tolerance level.</p> <p>In the six months April to September 2020 there has been a 19% reduction in non-uniformed sickness compared to the same period in 2019. The reduction is 3% when Covid sickness figures are included.</p>		

Health, Safety and Wellbeing, and Finance and Resources

<p>PI 21</p>		<p>The total number of injuries                  Target YTD: 64 (60 – 70)                  Actual to date: 62                  Performance is within the tolerance levels</p>
<p>There were 31 injury reports received for quarter two against a quarterly target of 32. 62 injury reports have been recorded year to date compared to a combined target of 64.</p> <p>The main trends identified were manual handling (7), injury no accident (7), work equipment use (5), slips and trips (4), and struck against (3). In terms of activity, 12 occurred during operational activity, 11 of which were incident related, five during routine activity for uniformed staff, two during fitness training, and one during support staff activity.</p> <p>There were 56 near hit reports were reported during quarter two, 31 of which occurred</p>		

during routine activity, 19 were incident related, and six related to related to operational training. The main types of near hit were premises (10), appliance (10), personal protective equipment (7), and Breathing Apparatus (6).

32 violence reports were recorded during the quarter, 31 of which were incident related. The majority (24) involved verbal abuse, three were weapons related, two involved threatening behaviour, two involved missiles being thrown, and one report involved some form of physical contact.


PI 22		The total number of RIDDOR injuries Target YTD: 7 (6 – 8) Actual to date: 10 Under performance against the tolerance levels
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Five RIDDOR reports were reported during quarter two, ten reports for the year to date.


The reports during quarter two were as following:

- One was at an incident and involved assisting an ambulance crew move a casualty and a pulled back muscle occurred.
- Three reports occurred during operational training and involved handling elements and back injuries - loosening the straps on a BA set whilst walking, hose running and starting a Holmatro pump.
- The fifth report was during routine activity and opening a locker on an appliance which was stiff.


Accident investigations have taken place and confirmed control measures are in place. There will be a manual handling project commenced to review and refresh manual handling assessments once it is safe to do so (COVID).

PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: Not Available Actual to date: Not Available
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Information is not available for this PI.

PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 557,387MWh (501,649 – 585,256) Actual to date: 397,931MWh Over performance against the tolerance levels
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Performance is below target and below the lower tolerance level.

PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 768,956MWh (692,061 – 807,403) Actual to date: 447,349MWh Over performance against the tolerance levels
Performance is below target and below the lower tolerance level.		