

## APPENDIX 1

### Performance Indicator Performance – Quarter Four 2016/17

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

#### **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 51 seconds <b>Over performance against the tolerance levels</b>
<p>The median attendance time to high-risk (Cat 1) incidents in quarter four is 4 minutes 51 seconds, an increase of 11 seconds compared to the previous quarter.</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 34 seconds (target is under 7 minutes)</li><li>• Category 3: 4 minutes 59 seconds (target is under 10 minutes)</li><li>• Category 4: 6 minutes 46 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

<p><b>PI 2</b></p>		<p><b>The number of accidental dwelling fires</b>  Forecast YTD: 1665 (1581 - 1698)  Actual to date: 1591  <b>Performance is within the tolerance levels</b></p>
<p>Accidental Dwelling Fires are below the lower tolerance level for the last quarter of 2016/17 (18 incidents below target), and within the tolerance levels for the year (74 incidents below target).</p> <p>This represents a 6.5% reduction on 2015/16, and the lowest annual number of accidental dwelling fires since our records began in 1998/99.</p> <p>All commands were above the tolerance levels in quarter three with the exception of Coventry and Solihull. Nevertheless, Black Country South is the only command which is above the tolerance level for the year to date.</p>		
<p><b>PI 3</b></p>		<p><b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b>  Forecast YTD: 61 (48 – 66)  Actual to date: 65  <b>Performance is within the tolerance levels</b></p>
<p>There were 19 injuries at Accidental Dwelling Fires in quarter four. The number of injuries was particularly high in January with 10, which included two incidents resulting in three casualties and two casualties respectively. Seven incidents resulting in nine casualties indicated there was no working smoke alarm at the property. Cooking appliances and heating equipment accounted for almost half of injuries in quarter four. Seven of the 19 casualties (36.8%) were aged over 65 (this age group accounted for 20% of casualties during 2016/17).</p> <p>The number of injuries for the year 2016/17 are four above the target although performance remains within the tolerance levels. Main sources of ignition at such</p>		

incidents were cooking appliances, smoking and heating equipment.	
<b>PI 4</b>	 <p><b>The number of deaths from accidental dwelling fires</b> Forecast YTD: N/A Actual to date: 13</p>
<p>There were 13 fatalities at accidental dwelling fires in 2016/17, including four in quarter four.</p> <p>The source of ignition in five of the 13 incidents was smoking (two of which occurred during quarter 4) and four incidents were due to heating equipment. Nine of the 13 individuals were aged over 65, and 10 were female. There was no working smoke alarm in half of the incidents.</p> <p>All four fatalities during quarter four occurred within the Birmingham North command area (two in January and two in February). Birmingham North also experienced the greatest number of fatalities over the year (five).</p>	
<b>PI 5</b>	 <p><b>The percentage of Safe and Well visits referred by our partners</b> Forecast YTD: 40% Actual to date: 42.2% <b>Over performance against the tolerance levels</b></p>
<p>44.4% of Safe and Well visits during quarter four were a result of partner referrals, (42.2% overall for the year). Dudley is the only borough which did not meet the target, with 36.5% of Safe and Well visits referred by partners during 2016/17.</p> <p>Note: Safe and Well data is not yet fully automated into the InPhase performance system and therefore the figures are only up to date as per the date they were collected, and may be subject to change.</p>	
<b>PI 6</b>	 <p><b>The number of Safe &amp; Well points achieved by the Brigade</b> Forecast YTD: 180000 Actual to date: 215423 <b>Over performance against the tolerance levels</b></p>
<p>The number of Safe and Well points achieved during quarter four was 15.4% above target, and the overall total for the year was 19.7% over the target for 2016/17.</p> <p>The average number of points per visit was 8.25 for the quarter and 8.08 for the year. Birmingham South accumulated the highest number of total points. Wolverhampton achieved the highest average assessment points with 9.2 per visit.</p> <p>Note: Safe and Well data is not yet fully automated into the InPhase performance system and therefore the figures are only up to date as per the date they were collected, and may be subject to change.</p>	

<p><b>PI 7</b></p>		<p><b>The number of people killed or seriously injured (KSI) in road traffic collisions</b>  Forecast YTD: Not applicable  Actual to date: 978 (not up to date)</p>
<p>The delay in obtaining figures for this performance indicator continues and it should be noted it is not known how up to date the figures are (they are extracted from an external database). It is likely that at least quarters two, three and four of 2016/17 are not complete.</p> <p>Quarters one and two show an increase on the same quarters for the previous year (the cumulative figure for both quarters is already 22.4% over the same period for 2015/16).</p> <p>Quarter two was particularly high in Birmingham with 137 KSIs, a figure higher than any other quarter in the previous two years.</p> <p>Although it is unlikely that quarter three figures are up to date, the number of killed in the West Midlands between October and December 2016 is already the highest for the last two years with 22 fatalities recorded.</p>		
<p><b>PI 8</b></p>		<p><b>The number of arson fires in dwellings</b>  Forecast YTD: 185 (165 – 192)  Actual to date: 206  <b>Under performance against the tolerance levels</b></p>
<p>Arson dwelling fires are above the tolerance level for 2016/17; 31.5% above target for quarter four and 11.6% above target for the year end. Incidents were particularly high in March (22 incidents against a target of 14).</p> <p>Coventry and Solihull, and Birmingham South, are both below tolerance levels for the year, 17.1% and 21.4% below target respectively. All other command areas are above the upper tolerance level.</p>		
<p><b>PI 9</b></p>		<p><b>The number of arson fires in non-domestic premises</b>  Forecast YTD: 125 (112 – 131)  Actual to date: 193  <b>Under performance against the tolerance levels</b></p>
<p>Arson fires at non-domestic premises are 55% over target for 2016/17. The number of incidents during quarter four were just two over target. However, it was not possible to recover from the previous quarters' performance, which was largely due to incidents at HMP Birmingham.</p> <p>All command areas are above the upper tolerance level for 2016/17 with the exception of Coventry and Solihull.</p>		


It should be noted that nine incidents were recorded at HMP Birmingham during quarter four, compared to an average of 17 per quarter over the previous nine months.

<b>PI 10</b>		<b>The number of arson vehicle fires</b> Forecast YTD: 670 (603 – 704) Actual to date: 914 <b>Under performance against the tolerance levels</b>
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Arson vehicle fires continue to be above the upper tolerance level for quarter four and are 36.4% above target at the end of year.


Compared with quarter four in previous years, the number of incidents in quarter four 2017 was the highest since 2010/11.

All commands are over target by between 17.9% (Coventry and Solihull) and 61.0% (Birmingham North) at the end of the year.

<b>PI 11</b>		<b>The number of arson rubbish fires</b> Forecast YTD: 2053 (1951 – 2094) Actual to date: 1922 <b>Over performance against the tolerance levels</b>
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The number of arson rubbish fires were 3.8% below target for quarter four, and 6.4% below target at year end.

There is no command area above tolerance the upper tolerance level for the year. Black Country South and Birmingham North commands are below the lower tolerance level (14.3% and 10.4% below target respectively).

<b>PI 12</b>		<b>The number of arson fires in derelict buildings</b> Forecast YTD: 137 (123 – 144) Actual to date: 197 <b>Under performance against the tolerance levels</b>
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Arson fires in derelict buildings are above target for the seventh quarter in a row, although only by 45.5% in quarter four compared to 85.7% in quarter three. At the end of 2016/17, incidents were 43.8% over target.

All commands apart from Coventry & Solihull and Birmingham South were over tolerance levels for the year 2016/17, the former being just one incident below target and the latter three incidents below target.

All other commands were between 71.7% (Black Country South) and 42.6% (Black Country North) over target.

The Black Country South continues to have the highest number of incidents, with 89 incidents at the end of the year, against a target of 52.

There were eight further arson fires at derelict properties which were large enough to require five appliances or more and therefore are recorded as Primary fires, and so those are not included in the PI figure as it only includes Secondary fires. Five of those were in the Black Country South (all in Sandwell), two in Birmingham and one in Solihull.

## 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


<p><b>PI 13</b></p>		<p><b>The number of accidental fires in non-domestic premises</b>  Forecast YTD: 445 (400 – 467)  Actual to date: 449  <b>Performance is within the tolerance levels</b></p>
<p>Accidental fires in non-domestic premises are within tolerance levels for the year although they were above tolerance for quarter four. Black Country South is the only command above tolerance for 2016/17 with 108 incidents (16.9% over target).</p>		
<p><b>PI 14</b></p>		<p><b>The number of false alarm calls due to fire alarm equipment</b>  Forecast YTD: 5662 (5379 – 5775)  Actual to date: 5660  <b>Performance is within the tolerance levels</b></p>
<p>False alarms due to equipment are within the tolerance levels for quarter four and for the year.</p> <p>Black Country North is the only command area above the tolerance levels for the year (6.1% above end of year target). Although the number of incidents increased minimally each month over the last four months, the target was following the opposite</p>		

direction which has resulted in the command being 28.8% above target in March 2017. It should be noted that the number of such incidents in Black Country North (1074 in total) remains below the average of the last three years for that command.

## People Support Services

<p><b>PI 15</b></p>		<p><b>The percentage of employees that have disclosed their disabled status</b>          Target: 100%          Actual to date: 91.6%  <b>Under performance against the tolerance levels</b></p>
<p>The percentage of employees disclosing their disability status has increased to 91.6% following further work by the Workforce Planning team to contact managers of those who had previously not declared. PI remains red due to lower tolerance level of 5%.</p> <p>41 uniformed employees, 32 non uniformed employees and 1 Fire Control employee have declared a disability.</p>		
<p><b>PI 16</b></p>		<p><b>The number of female uniformed staff</b>          Target: 75 (71 – 79)          Actual to date: 75  <b>Performance is within the tolerance levels</b></p>
<p>There are 75 female uniformed staff (a reduction of three in the last 12 months). 19 female uniformed staff (25%) are in management roles. Three women (17%) have been identified as being successful in the last Firefighter Recruitment campaign and will commence their employment with us shortly. To date, we have held taster days at Ward End, Walsall and Handsworth stations where we have seen 140 attendees, 42% Black and Minority Ethnic (BME) and 43% women.</p>		
<p><b>PI 17</b></p>		<p><b>The percentage of all staff from ethnic minority communities</b>          Target: 10.0 (9.5 – 10.5)          Actual to date: 10.0  <b>Performance is within the tolerance levels</b></p>
<p>The percentage of all staff from ethnic minority communities is 10%; a similar figure to previous years, 9.8% in 2015/16.</p> <p>15.3% of Non-Uniformed staff and 8.2% of Uniformed staff describe themselves as BME.</p> <p>29% of Uniformed and 48% of Non-Uniformed BME staff are in management roles. 2 BME candidates (11%) have been identified as being successful in the last</p>		

firefighter recruitment campaign and will commence employment shortly. To date, we have held taster days at Ward End, Walsall and Handsworth stations where we have seen 140 attendees, 42% BME and 43% women.

<b>PI 18</b>		<p><b>The average number of working days/shifts lost due to sickness – uniformed employees</b>          Target: 5.80 (5.53 – 6.11)          Actual to date: 6.5  <b>Under performance against the tolerance levels</b></p>
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An average of 6.5 days were lost to sickness in 2016/17. This is a 6% increase compared to the previous 12 months.

10% of sickness episodes have no absence reason recorded, 12% of back to work interviews have not been recorded on HRMS.

The top 5 causes of sickness are:

- Mental Health - Anxiety / Depression
- Post Operative
- Joint problems
- Respiratory - Cold / Flu
- Gastrointestinal

These causes explain more than half of all days lost to sickness in the last 12 months. 54% of sick days were long term. There are in addition 28 staff on restricted duties.

<b>PI 19</b>		<p><b>The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff</b>          Target: 6.50 (6.18 – 6.83)          Actual to date: 7.7  <b>Under performance against the tolerance levels</b></p>
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An average of 7.7 days were lost to sickness in 2016/17. This is a 13% increase compared to the previous 12 months.

Non-Uniformed sickness was 7.2 days and Fire Control sickness was 11.6 days.

22% of Non-Uniformed sickness episodes and 5% of Fire Control sickness episodes have no absence reason recorded.

25% of Non-Uniformed back to work interviews, and 10% of Fire Control back to work interviews, have not been recorded on HRMS.


The top 5 causes of sickness are:

- Mental Health - Anxiety / Depression




- Post Operative
- Respiratory - Cold / Flu
- Reproductive
- Gastrointestinal

These causes explain nearly half of all days lost to sickness in the last 12 months. Half of non-uniformed sickness and two-thirds of Fire Control sickness is long term.

<b>PI 20</b>		<b>The average number of working days/shifts lost due to sickness – all staff</b> Target: 6.00 (5.69 – 6.29) Actual: 6.8 <b>Under performance against the tolerance levels</b>
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An average of 6.8 days were lost to sickness in 2016/17. This is an 8% increase compared to the previous 12 months.


### Safety, Health and Environment

<b>PI 21</b>		<b>The total number of injuries</b> Forecast YTD: 144 (141 – 147) Actual to date: 131 <b>Performance is within the tolerance levels</b>
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The total number of injuries for quarter four were below target and the overall number of 131 for the year is the same as last year and the joint lowest level on record for WMFS.

A fall in the number of injuries is to be anticipated given a reduction in establishment but is also a reflection of a positive health and safety culture. There has been a reduction across all injury types:

- Slips, trips and falls remains the main cause of injury with 21 reports of this type made in the year.
- The figure of 14 manual handling injuries is a low annual figure.
- There were 105 violence reports made, a slight increase on the previous year (the majority of reports involved verbal abuse).
- 208 near hit reports were received against 220 the previous year and near hit reporting was again positive in highlighting issues and concerns leading to improvements.


<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Forecast YTD: 19.00 (18.0 – 20.0) Actual to date: 11.00 <b>Over performance against the tolerance levels</b>
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There was just one RIDDOR report made to HSE for quarter four. This involved a


burn in the fire house during tactical ventilation training. An accident investigation has highlighted some learning that will be put in place. The accident has also resulted in an employer liability claim being received.

The overall figure of 11 reports for the year is the lowest level on record for WMFS and is a reflection of a positive health and safety culture and continual improvement. During quarter 3 and 4, just 3 reports were made which is a strong performance.

There was one specified injury reported for the year which was a fractured ankle sustained whilst undertaking vehicle checks and dismounting the appliance. The remaining 10 reports were for employees taking 7 days or more off work or on restricted duties. There was one significant injury during quarter 3 to a contractor which was reported by the employee's company.


<b>PI 23</b>		<b>To reduce the Fire Authority's carbon emissions</b> Forecast YTD: 6872 Actual to date: 5445 <b>Over performance against the tolerance levels</b>
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Carbon emissions include gas, electricity, fuel, waste and travel. Emissions from all categories have reduced in 2016/17, apart from air and train travel, and mileage claims (perhaps due to Voluntary Additional Shift mileage).

<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 11,584MWh (11,004 – 12,163) Actual to date: 8369MWh <b>Over performance against the tolerance levels</b>
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Gas usage remains consistently below target. Quarter four saw some billing updates and what looked like a larger under usage in quarter three has now evened out. Planned work improvements have continued with boiler replacements at Aldridge and Binley, which is already reflected in the billing, with an approx. 25% reduction in usage compared to the previous year.

Year Overview: Gas consumption has remained under target for the year. An approx. reduction in gas usage of 5% has been observed from 2015/16 to 2016/17. In monetary terms, the savings equate to £50,000.

<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: 5,992MWh (5692 – 6292) Actual to date: 4,974MWh <b>Over performance against the tolerance levels</b>
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Electricity usage has remained constant and below target for 2016/17. Commitment continues to energy saving improvements to all sites including LED lighting and lighting reduction.

Year Overview: Electricity consumption has remained under target for the year. An approx. reduction in electricity usage of 2% has been observed from 2015/16 to 2016/17. In monetary terms, the savings equate to £55,000.