West Midlands Fire and Rescue Authority

Scrutiny Committee

You are summoned to attend the meeting of Scrutiny Committee to be held on Monday, 26 February 2018 at 10:30

at Fire Service HQ, 99 Vauxhall Road, Nechells, Birmingham B7 4HW

for the purpose of transacting the following business:

Agenda – Public Session

1	To receive apologies for absence (if any)	
2	Declarations of interests	
3	Minutes of the Scrutiny Committee held on 13 November 2017	**3 - 14**
4	Analysis of Progress of Quarterly Performance Against The Plan Qtr 3 2017-18	**15 - 34**
5	Scrutiny Committee Work Programme 2017-18 - Feb 2018	**35 - 38**

Distribution:

David Barrie - Member, Greg Brackenridge - Member, Peter Hogarth - Member, Peter Male - Member, Catherine Miks - Member, Sybil Spence - Member, Chris Tranter - Chairman, Ann Young - Member

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This agenda and supporting documents are also available electronically on the West Midlands Fire Service website at www.wmfs.net

Minutes of the Scrutiny Committee Item 3

13 November 2017 at 10:30 p.m.
at Fire Service Headquarters, Vauxhall Road, Birmingham

Present: Councillor Tranter (Chair),
Councillors Barlow (substitute), Barrie, Brackenridge, Male, Miks, Spence and Young

Apologies:

Councillor Hogarth

Observer:

Nil

32/17 **Declarations of Interests**

There were no declarations of interest.

33/17 **Minutes of the Scrutiny Committee held on 09 October 2017**

Resolved that the minutes of the meeting held on 09 October 2017, be approved as a correct record.

34/17 **Scrutiny of Positive Action and Firefighter Recruitment**

Sarah Warnes, Strategic Enabler People Support Services, and Wayne Roe, Crew Commander Diversity, Inclusion, Cohesion, Equality (DICE) provided an overview of the report:

It was noted that the workforce profile of the Service and the working population of the West Midlands did not match. There was an opportunity to change the workforce profile due to

approximately 29% of the workforce due to retire over the next four years.

Ambitious recruitment targets had been set as follows:

2017/2018 - 20% of new starters will be women
- 35% of new starters will be Black Minority Ethnic (BME)

2018/2019 - 40% of new starters will be women
- 35% of new starters will be BME

2019/2020 - 50% of new starters will be women
- 35% of new starters will be BME

2020/2021 - 60% of new starters will be women
- 35% of new starters will be women

An intelligence gathering exercise had been undertaken, focussing on the Community Members, with specific regard to understanding the potential barriers faced by underrepresented groups. It found that many women did not believe they were fit / strong enough to undertake the role of a firefighter, and people from Black Minority Ethnic (BME) backgrounds cited the lack of positive role models within the Fire Service as a reason to not apply.

The Service had developed a new approach to its recruitment, based on three phases; attraction, selection, and onboarding.

All recruitment marketing was now targeted at specific groups. A series of taster days had been developed (these were targeted by holding them in the most diverse areas of the West Midlands which naturally led to more diverse attendance). A pre-recruitment course specifically for women had also been run which allowed some of the attendees' areas of concern to be addressed. It was noted that following this course, all attendees had applied and the success rate was high. Fitness sessions had also been held to help address areas of concern, where delegates were offered advice on fitness and nutrition.

The Service was also working in partnership with a number of organisations to help reach underrepresented groups such as Airwaves Media which features bespoke taster sessions targeted at the South Asian communities.

The Diversity, Inclusion, Cohesion, Equality (DICE) station initiative had been designed to embed equality objectives across the organisation, helping to drive cultural change and to capture evidence and good practice (providing real measurables around the DICE objectives).

Assessment and selection criteria previously featured a requirement for GCSE grades A - C in English and Maths. This requirement had been removed and changed to an online assessment which would remove a barrier that had been identified. In liaison with the Fire Service College, the Service had developed a new set of tests which would enable a new way of sifting candidates to ensure that they were likely to pass the tests and be successful in the process.

The online assessment would be followed by a newly developed assessment day which involves group discussion and roleplay enabling behavioural assessment. The interview had now been changed so that it was based around a candidate's personal statement.

To date, 50 people had progressed to the assessment day, of which 48% were female and 29% were from a BME background.

In answer to Members' questions, the following points were raised:

- 22 new recruits were due to start in January 2018, of which ten were female and seven were from a BME background, which was a large improvement on previous recruitment processes.
- The nurturing pool was an important addition to the process particularly as a number of candidates may not have engaged with the Fire Service previously.
- The removal of the requirement for GCSE grades A – C in Maths and English was applicable to all candidates.

- There were no national entry requirements for new recruits. Fire Services could set their own requirements for new recruits.
- All applicants and new recruits were expected to meet the same standard, however how applicants got to that standard could differ, for example a lot of the issues raised were often confidence related and hence support provided by the Service could help applicants who would have potentially exited the process previously.
- It was acknowledged that positive action initiatives could alienate some groups, however there had been no evidence of this to date. Indeed, the pre-recruitment courses and fitness sessions were supported by stations and staff, providing them with a greater understanding of the process.
- A 'buddying' approach to training would be developed and introduced to the recruitment process.
- It was acknowledged that the previous recruitment process had resulted in only two women joining, out of a total of 27 recruits. However, it was noted that the recruitment process had been based on the previous approach. The most recent recruitment process which had resulted in ten women and seven people from BME backgrounds (out of a total of 22 recruits), was based on the new approach and represented a positive improvement.

35/17 **Diversity, Inclusion, Cohesion, Equality (DICE) Update**

Sarah Warnes, Strategic Enabler People, provided an overview of the report:

The Community Members initiative continued to be successful and represented a good cross section of people. Working with Community Members helped the Service to break down barriers. Engagement had been sought on a number of issues including recruitment, consultation around the Integrated Risk Management Plan, and other key consultations.

The DICE Station initiative was designed to embed the approach to DICE in the organisation and was currently being piloted across 11 stations, before being rolled out across the wider organisation.

A new Lesbian, Gay, Bisexual and Transgender support forum, 'FireOut', had been launched through the commitment of staff. A Crew Commander had featured in a video promoting the support forum.

The Service had joined the Disability Confidence Scheme, a national scheme which provided external assessment of the Service. The Service was currently at level one and aspired to be at level two. The Service had also reapplied for the top 50 employers list again, after attaining 31st on the list last year. The process had been completed and the Service were now waiting for feedback.

Declaration rates amongst staff in the Service regarding protected characteristics was high, reflecting that staff felt they could declare. It also allowed the Service to better understand its workforce.

The Service was working in partnership with the Fire Service College regarding recruitment. Very stringent targets had been set by the Service which were aspirational and pushing the boundaries.

In answer to Members questions, the following points were raised:

- It was agreed that a link to the FireOut promotional video would be circulated to Members of the Committee.
- It was noted that the recruitment questionnaire sent to Community Members had resulted in only 270 responses (out of a possible 3000). This reflected a learning curve for the Service and the questionnaire was a starting point regarding engagement about recruitment. Focus groups were being considered as an alternative means of engagement in addition to striving for a larger number of responses to future questionnaires.

36/17 **Analysis of Progress of Quarterly Performance against The Plan Quarter Two 2017/18**

Gary Taylor, Assistant Chief Fire Officer, provided an overview of the report:

Performance Indicator (PI) 1 'Risk Based Attendance Standard' recorded a median average of 4 minutes 38 seconds for category one type incidents during quarter two. Over performance was recorded for category two, three and four incident types, protecting the category one response.

PI 2 'The number of accidental dwelling fires' were within the tolerance levels and therefore on target. It was noted that performance was bucking the national trend, however the figures were tight and close to the upper tolerance level.

There had been four fatalities during quarter two. Although the number was relatively low compared to previous years, every one fatality was one too many.

PI 5 'The percentage of Safe and Well referrals' although the target had not been met (having been raised to 50% for this year), progress had been made. Reasons for missing the target had been examined and a few changes to processes had been made to help improve performance and as a result, the direction of travel was positive.

PI 7 'Number of people killed or seriously injured in road traffic collisions': the national trend was observing an increase in the numbers. The Service was looking at hotspots differently, including the use of technology and the implementation of legislation. The number of killed and seriously injured remained significant and the Service continued to work hard to reduce the figures but recognised that the actions of the Fire Service were only part of the solution.

Arson related incidents had been a problem over the last two years. PI 8 'The number of arson fires in dwellings' remained over target and above the upper tolerance level but the direction of travel had slowed down. An arson plan had been developed and all domestic arson incidents were fully investigated as the stance of the Service was that such incidents were an attempt on life.

PI 9 'The number of arson fires in non-domestic premises': performance was over target and above tolerance. The Service continued to liaise with HMP Birmingham. The number of incidents were significantly less than they were previously, however issues continued.

PI 10 'The number of arson vehicle fires' was a priority within the arson plan. The number of incidents had reduced significantly and performance was rated as within the tolerance levels and therefore green. This was a success story and the aim would be to maintain this performance and then to focus on other areas.

PI 11 'The number of arson rubbish fires': performance was above target and the upper tolerance level and therefore red. This was largely attributed to a warm summer.

PI 12 'The number of arson fires in derelict buildings': performance had moved back to within the tolerance levels and therefore rated as green. The Local Authority model had proved successful and continued to be rolled out.

PI 13 ‘The number of accidental fires in non-domestic premises’: performance remained below target and within the tolerance levels. The Service was focussing on the most vulnerable.

PI 14 ‘The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises’: performance remained below target and within the tolerance levels. 99% of incidents were false alarms. The Business Support Vehicles continued to attend automatic fire alarms to provide fire safety advice and to protect PRLs (ensuring those appliances were available to respond to category one incidents).

Sarah Warnes, Strategic Enabler People Support Services, provided an overview of the performance indicators for People Support Services and Facilities Management:

PI 15 'The percentage of employees that have disclosed their disability’: performance was within the tolerance levels and therefore rated green. A declaration rate of 93% was high, and the Service continued to target individuals advising them of the importance of declaring their status.

PI 16 ‘The number of female uniformed staff’: performance remained within the tolerance levels with two female new recruits joining in July, with more due to join the Service over the coming months / quarters. In terms of progression, 28% of female uniformed staff were in management roles, compared to 14% in 2012/13, representing a positive direction of travel.

PI 17 ‘The percentage of all staff from BME communities’: performance remained on target with a slight increase in the percentage observed during quarter two.

PI 17a ‘The percentage of uniformed staff from BME communities’: performance remained on target. In terms of progression 29% of uniformed BME staff were in management roles, compared to 20% in 2012/13.

PI 18 ‘The average number of working days / shifts lost due to sickness – all staff’: performance was above target and above the upper tolerance level, and therefore rated red.

It was noted that the Service had set challenging targets for both uniformed and non-uniformed staff.

PI 19 'The average number of working days / shifts lost due to sickness – uniformed and Fire Control staff’: performance was above target but within the tolerance levels and therefore rated as green. It was noted that the National Fire Chiefs Council published a report every six months which provided a breakdown of sickness levels across the sector. The report indicated that the Service had the best attendance levels of all metropolitan fire services and was rated eighth across the whole sector. It was important that the Service was compared against other metropolitan fire services as it was noted that different fire services experienced different drivers, particularly those with higher percentages of on call firefighters.

The number of individuals on restricted duties had increased in quarter two, however the number of days had decreased.

PI 20 ‘The average number of working days / shifts lost due to sickness – non-uniformed staff’: performance was above target and above the upper tolerance level and therefore rated red.

PI 21 ‘The total number of injuries’: performance was above target but within the tolerance levels and therefore green. An issue with ten reports of skin reddening / burns being experienced during tactical ventilation training had been reported during the previous quarter. The Health and Safety Committee had assessed the tactical ventilation training and guidance had been issued reaffirming firefighting skills and how they are applied, reminding staff to take two lots of fire kit with them when attending the training, and to undertake regular kit resizing to ensure kit fitted correctly.

PI 22 'The total number of RIDDOR injuries': with four injuries, performance remained below target and below the lower tolerance level.

PI 23 ‘To reduce the Fire Authority’s carbon emissions’ was reported on annually.

PI 24 ‘To reduce gas use of Fire Authority premises’ and PI 25 ‘To reduce electricity use of Fire Authority premises’: the performance of both PIs were below target and below the lower tolerance level, reflecting the high standards achieved to date.

In answer to Members' questions, the following points were raised:

- The pre-alert system worked on the same principle as the system used by organisations such as the AA which enabled call handlers to determine almost immediately which resource would be going to a call 99% of the time. The system used telephone signals to locate the nearest resource to the origin of the call. This would enable Fire Control to pre-mobilise whilst a call was being taken (calls were handled in approximately 80 seconds). The pre-mobilisation would allow the relevant crew to get ready, knowing that a call was incoming, and be in the appliance in preparation for Fire Control to state where the incident was. This could save up to one minute in the response time. In terms of progress, the pre-alert system would be trialled following the go-live of the Vision 4 mobilising system.

- The Service used the median figure for measuring the response times as it was the accepted standard across Fire

Services and the methodology was consistent with the Home Office returns provided by the Service. In answer to a question regarding the total number of category one incidents, it was noted that it was an average risk based attendance that was recorded and that the exact numbers would be reported back to the Committee as part of the next quarterly performance update.

- The total number of Safe and Well points achieved broken down by Command showed that the amount achieved by Coventry and Solihull was lower than other Commands, although an increase had been observed compared to the previous quarter. However, this did not necessarily reflect the differences between the Commands, in that Coventry was comparatively unique compared to others due to the commissioned work carried out within the area such as falls response and hospital discharge services. These took longer than 'regular' safe and well checks but did score very high in terms of vulnerability.

- Safe and Well checks took approximately one hour and require regular maintenance.

- Services such as falls response were helping to build relations with other organisations which was resulting in high quality referrals.

- Food banks provided an opportunity to engage with vulnerable individuals and it was important that referral mechanisms were in place at such facilities. Fire stations were also available to be used as neutral locations for food banks. Members were encouraged to promote what the Service could offer to organisers and users of food banks.

- The number of arson incidents could be higher than the number of accidental dwelling fires, however accidental dwelling fires often posed a higher risk and therefore were a focus of the Service. The most significant impact on public areas were arson vehicle fires and arson rubbish fires and a variety of approaches were taken by Commands to tackle these types of incidents including target hardening, engaging with communities, and multi-agency working. With regard to abandoned vehicles, pump priming funding used to be

available but not anymore, and the responsibility for dealing with such a vehicle was often unclear but the Service's approach was to remove the vehicle first and then ascertain responsibility, thereby removing the problem and ensuring it did not escalate. A breakdown of the percentage of incidents that were accidental or arson related would be provided in the next quarterly performance update.

- The Service was committed in its approach to wellbeing and was actively raising awareness of mental health and other issues. The Service had linked in to Mind and had a plan to increase its support to promote mental wellbeing. Additionally, mental health first aiders had recently been introduced in the Service which provided individuals the opportunity to speak with peers who could be seen as more approachable than more formal contacts such as line managers. Occupational Health also continued to offer a variety of support to individuals. The Service would continue to build upon and develop the support available to staff.

- Display Screen Equipment user would be a classification for a firefighter (having previously not been) and this would allow firefighters to claim for eye tests, etc.

- In reference to the injuries sustained during tactical ventilation training, it was acknowledged that situations where firefighters received injuries whilst training was a very serious issue. The training facilities featured temperature monitors and alarms would trigger if a maximum temperature was reached. However, burns could be negated via the application of an individual, for example applying water cooling in the correct manner to reduce the amount of steam generated, and acknowledging positioning in the room and maintaining an awareness of any hotspots developing on their fire kit.

37/17 **Scrutiny Committee Work Programme 2017/18 – November 2017**

Progress against the work programme was noted by the Committee.

Councillor Tranter advised that following his attendance at the Service's Quarterly Performance Review meeting as Chair of Scrutiny Committee, he wished to recognise the excellent work undertaken by the Service. The Members of the Committee all agreed and wished to express their appreciation as well.

Meeting ended at 12.20 hours

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WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

26 FEBRUARY 2018

1. AN ANALYSIS OF PROGRESS OF QUARTERLY PERFORMANCE AGAINST 'THE PLAN' – QUARTER THREE 2017/2018

Report of the Chief Fire Officer.

RECOMMENDED

1.1 THAT the Committee note the status of the Service's key performance indicators in the third quarter of 2017/2018 (Appendix 1).

1.2 THAT the Committee note the progress made in delivering the three strategic priorities contained in 'The Plan' 2017-2020 (Appendix 1).

1.3 THAT the Committee note the update on the performance information system detailed in section 5 of this report.

2. PURPOSE OF REPORT

This report is submitted to provide the Committee with an analysis of the organisation's performance against 'The Plan' for 2017/2018.

3. BACKGROUND

The third Quarterly Performance Review meeting of 2017/2018 was held on 6 February 2018. This quarterly meeting, attended by the Chair of the Scrutiny Committee, Principal Officers, Strategic Managers and other key stakeholders, provides a joined up method of managing performance and provides assurance around the ongoing performance of 'The Plan'.

4. PERFORMANCE INDICATORS

4.1 The setting of targets against the operational and other performance indicators enables the Service to define in key areas the improvements which contribute to making the West Midlands safer, stronger and healthier, and to manage the resources allocated to this work. The Service continues to improve and meet targets across a range of indicators.

4.2 Appendix 1 details the performance against our:

- Service Delivery Performance Indicators (Response, Prevention and Protection)
- People Support Services Performance Indicators
- Safety, Health and Environment Performance Indicators
- Strategic Objectives as outlined in 'The Plan' and milestones due for completion within the year 2017/2018.

4.3 Service Delivery Performance Indicators

4.3.1 Response:

- PI 1 – the risk based attendance standard; performance continues to be positive, with the targets having been met for all four categories of incident type. The performance is rated as over performance against the tolerance levels (blue).
- Average attendance times for Category 1 incidents (the most critical and important of the four categories) is 4 minutes 48 seconds in Quarter 3, an increase of ten seconds compared to the previous quarter.
- Average attendance times for Category 2, 3 and 4 Incident Types remain well within their respective targets:
  - Category 2 Incident Type: 5 minutes 37 seconds (an increase of seven seconds) – the target is under 7 minutes.
  - Category 3 Incident Type: 5 minutes 09 seconds (an increase of 15 seconds) – the target is under 10 minutes.
  - Category 4 Incident Type: 6 minutes 36 seconds (a decrease of two seconds) – the target is under 20 minutes.

4.3.2 Prevention:

- The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):
  - PI 2 The number of accidental dwelling fires.
  - PI 3 Injuries from accidental fires in dwellings, taken to hospital for treatment.
  - PI 10 The number of arson vehicle fires.
  - PI 12 The number of arson fires in derelict buildings.
- There are five areas where under performance has been demonstrated against the tolerance levels (red):
  - PI 5 The percentage of Safe and Well visits referred by our partners.
  - PI 6 The number of Safe and Well points achieved by the Brigade.
  - PI 8 The number of arson fires in dwellings.
  - PI 9 The number of arson fires in non-domestic premises.
  - PI 11 The number of arson rubbish fires.
- The following two performance indicators do not have a performance rating assigned:
  - PI 4 The number of deaths from accidental fires in dwellings.
  - PI 7 The number of people killed or seriously injured in Road Traffic Collisions.

4.3.3 Protection:

- The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):
  - PI 13 – The number of accidental fires in non-domestic premises.
  - PI 14 – The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises.

4.4 People Support Services Performance Indicators

4.4.1 The performance indicators for the following areas demonstrate performance is within the tolerance levels (green):

- PI 15 – The percentage of employees that have disclosed their disabled status.
- PI 16 – The number of female uniformed staff.
- PI 17 – The percentage of all staff from black and ethnic minority (BME) communities.
- PI 17a – The percentage of uniformed staff from BME communities
- PI 19 – The average number of working days/shifts lost due to sickness (uniformed and Fire Control staff).

4.4.2 There are two areas where under performance has been demonstrated against the tolerance levels (red):

- PI 18 – The average number of working days/shifts lost due to sickness (all staff).
- PI 20 – The average number of working days/shifts lost due to sickness (non-uniformed employees).

4.5 Safety, Health and Environment Performance Indicators

4.5.1 The performance indicators for the following areas indicate over performance against the tolerance levels (blue):

- PI 22 – The total number of RIDDOR injuries.
- PI 25 – To reduce the electricity use of Fire Authority premises.

4.5.2 The performance indicator for the following area indicates performance within the tolerance levels (green):

- PI 21 – The total number of injuries
- PI 24 – To reduce the gas use of Fire Authority premises.

4.5.3 PI 23 – To reduce the Fire Authority's carbon emissions, is reported on an annual basis.

5. PERFORMANCE MANAGEMENT SYSTEM

5.1 The InPhase performance management system has now been implemented and continues to be embedded across the organisation. The structure of the system for performance and planning, and the design of the relevant dashboards to display performance information in an intuitive and user friendly style, has been completed. It is envisaged that InPhase will continue to be developed where applicable.

5.2 Full engagement with staff and departments across the organisation continues with InPhase, ensuring the involvement of all key stakeholders and end users.

5.3 3PT is an acronym for a layered approach to portfolio, programme, project, and task management.

5.4 The approach, development and implementation of the 3PT (Portfolio, Programme, Project, Tasks) is now well underway, teams across the organisation are attending development sessions and are using the new project templates now available in Office 365 SharePoint. As implementation moves forward the understanding of the 3PT framework is becoming embedded.

5.5 3PT is now starting to form the future approach to managing work streams in a more structured and controlled environment.

6. CORPORATE RISK

6.1 Corporate Risks are those risks that, if realised, would seriously affect the Service's ability to carry out its core functions or deliver key objectives.

6.2 In accordance with the Corporate Risk Management Strategy, all risks maintained within the Corporate Risk Register have been reviewed by Senior Risk Owners in order to update the relevant triggers, impacts and control measures and determine a relevant risk score, if appropriate, based on assessment of likelihood and impact.

6.3 A report of progress against our Corporate Risks is submitted separately to the Audit Committee.

7. EQUALITY IMPACT ASSESSMENT

In preparing this report, an initial Equality Impact Assessment is not required and has not been carried out. The matters contained within this report will not lead to a policy change.

8. LEGAL IMPLICATIONS

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

9. FINANCIAL IMPLICATIONS

9.1 The level of response, protection and prevention resources required to achieve the targets for the operational indicators shown in Appendix 1 were considered as part of the Authority's 2017/2018 budget setting process which established a total budget requirement of £94.848 million. As at the end of December 2017 actual expenditure was £72.632 million compared to a profiled budget of £72.670 million resulting in a £0.038 million underspend. Based on Best Value Accounting Code of Practice the estimated cost of staff engaged in prevention work, including an element for watch based firefighters for 2017/2018 is £13.2 million.

9.2 The cost of delivering services which contribute to the performance achievements comprise goods such as smoke alarms and staff time. The staff time includes those who are solely engaged in prevention work and watch based staff that provide emergency response as well as prevention services.

9.3 The revised full year budget for smoke alarms and other supporting materials in 2017/2018 is £348,100. Actual expenditure as at the end of December 2017 was £262,500. Expenditure for the third quarter is in line with the profiled budget.

10. ENVIRONMENTAL IMPLICATIONS

There are no environmental implications arising from this report.

BACKGROUND PAPERS

'The Plan 2017-20' Strategic Objectives – Level 2 Action Plans.
Corporate Action Plan updates.

Corporate Risk Position Statement Quarter 3 2017 (exception report).

The contact name for this report is Gary Taylor (Assistant Chief Fire Officer), telephone number 0121 380 6006.

PHIL LOACH
CHIEF FIRE OFFICER

Performance Indicator Performance – Quarter Three 2017/18

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 firefighting 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.

PI 1		**The Risk Based Attendance Standard** Target: under 5 minutes Actual: 4 minutes 48 seconds **Over performance against the tolerance levels**

The median attendance time to high-risk (Cat 1) incidents in quarter three was 4 minutes 48 seconds, an increase of 10 seconds compared to the previous quarter. The year to date median attendance time was 4 minutes 44 seconds.

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

- Category 2: 5 minutes 37 seconds (target is under 7 minutes)
- Category 3: 5 minutes 09 seconds (target is under 10 minutes)
- Category 4: 6 minutes 36 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.

PI 2		**The number of accidental dwelling fires** Forecast YTD: 1191 (1096 – 1251) Actual to date: 1214 **Performance is within the tolerance levels**
There were 431 accidental dwelling fires in quarter three which was higher than the previous two quarters, and eight above target. However, the figure is slightly lower than the number of incidents for the same period in 2016/17. Over half of all incidents started in the kitchen.		
PI 3		**Injuries from accidental fires in dwellings (taken to hospital for treatment)** Forecast YTD: 45 (35 – 54) Actual to date: 36 **Performance is within the tolerance levels**
There were seven injuries as a result of accidental dwelling fires in quarter three, compared to a quarterly target of 15. The number of injuries is low despite the number of accidental dwelling fires being relatively normal. Four of the fires were caused by cooking, two by electricity supply, and one was smoking related. Of the seven injuries, two were due to immobility, and three as a result of fighting the fire. There were no multiple injury incidents.		
PI 4		**The number of deaths from accidental dwelling fires** Forecast YTD: N/A Actual to date: 6
There were two fatalities at Accidental Dwelling Fires in quarter three, one in Dudley and one in Sandwell. Both fires had started in the living room. To date, there have now been two fatalities per quarter.		

PI 5		**The percentage of Safe and Well visits referred by our partners** Forecast YTD: 50% (50% - 52.5%) Actual to date: 47.2% **Under performance against the tolerance levels**

At the end of quarter two the figure for the percentage of Safe & Well visits referred from partner agencies stood at 52.4% (compared with 34.4% in quarter one 2017/18). This has increased to 54.5% in quarter three, resulting in the year to date figure rising to 47.2%.

The positive upturn during quarter two has continued in quarter three with the figure for October being the highest ever at 55.8%. This quarter has also been the first where all three months have been above the 50% target. This continued improvement reflects that the joint working, reported in quarter two, between operational crews, the partnerships team and Fire Control continues to be effective and is being embedded.

PI 6		**The number of Safe & Well points achieved by the Brigade** Forecast YTD: 206,250 Actual to date: 186,259 **Under performance against the tolerance levels**

63,313 Safe & Well points were achieved during quarter three, a slight decrease compared to quarter two (66,437), and below the quarterly target of 68,750. However, the figures for the quarter were impacted upon by a decrease in the number of visits completed during December (as is observed every year). During the same period both the average points per visit and the percentage referred by our partners remained consistent.

Breakdown of total number of Safe & Well (S&W) for quarter three:

	Oct	Nov	Dec
Total S&W visits:	2568	2725	2043
Total S&W per appliance per day:	1.38	1.51	1.10
Total S&W points:	22032	23446	17835

The average number of points per visit remained consistent at 8.5.

The target for the year is 275,000 points. At the end of quarter three, the number of points was approximately 20,000 below target for year to date compared to quarter two which was approximately 15,000 below.

PI 7		**The number of people killed or seriously injured (KSI) in road traffic collisions** Forecast YTD: Not applicable Actual to date: 606 (not up to date)

Delays continue in the provision of figures for this performance indicator. At the time of writing, the figure for 2017/18 was 606 (which remains below the 2016/17 figure).

There was an increase in quarter two compared to quarter one; 223 and 245 respectively. However, it is similar to the quarter two increases of 2014/15 and 2015/16 (last year's quarter one and two figures were fairly similar).

There were eight fatalities in quarter one, which is lower than in previous years; and there were 14 in quarter two which is similar to previous years. Five fatalities have been recorded so far in quarter three, however it is still too early for this figure to be final (the last road traffic collision in the data occurred on 7th December 2017, so there is at least a month of data not available yet).
There have been no fatality recorded in Wolverhampton since 2016.

There were 215 serious injuries in quarter one and 231 in quarter two. In comparison, there were 275 and 267 respectively during 2016/17.

PI 8		**The number of arson fires in dwellings** Forecast YTD: 145 (121 – 160) Actual to date: 172 **Under performance against the tolerance levels**

The number of arson fires in dwellings remains above target. However, overall performance continues to show signs of improvement, with performance broadly consistent with previous quarters (currently 18% above the quarterly target). December proved to be the exception with just eight incidents, the lowest number in a single month for 20 years.

PI 9		**The number of arson fires in non-domestic premises** Forecast YTD: 124 (103 – 137) Actual to date: 154 **Under performance against the tolerance levels**

The number of incidents decreased this quarter from 54 to 42 which is also lower than the same period in 2016/17 (57) but remains above the quarterly target (38). 19 incidents were in the Birmingham North Command with the other incidents largely spread around the other commands. By comparison, Birmingham South Command experienced seven incidents. The higher number if Birmingham North can be largely explained by the number of deliberate fires occurring in HMP Birmingham (accounting for 10 of the 19 incidents).

PI 10		**The number of arson vehicle fires** Forecast YTD: 678 (571 – 755) Actual to date: 682 **Performance is within the tolerance levels**
Arson vehicle fires continue to be within the tolerance level, with 215 incidents during quarter three (nine below the quarterly target).		
PI 11		**The number of arson rubbish fires** Forecast YTD: 1570 (1443 – 1647) Actual to date: 1690 **Under performance against the tolerance levels**
At 457 incidents, and in line with seasonal trends, the figure for quarter three was the lowest so far this year although remained slightly above the target of 440.		
PI 12		**The number of arson fires in derelict buildings** Forecast YTD: 120 (100 – 132) Actual to date: 118 **Performance is within the tolerance levels**
The number of arson fires in derelict buildings remains within the tolerance levels although is slightly above target for the quarter (34 incidents against a target of 28). The number of incidents have reduced significantly from 22 in October through nine in November to three in December.		

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.

PI 13		**The number of accidental fires in non-domestic premises** Forecast YTD: 316 (264 – 349) Actual to date: 308 **Performance is within the tolerance levels**
The number of accidental fires in non-domestic premises are 2.4% below target for the year to date. The number of incidents during quarter three were slightly above the quarterly target (109 incidents compared to a target of 102). Shops, factories, restaurants and places of education make up the bulk of property types affected.		
PI 14		**The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises** Forecast YTD: 4247 (3906 – 4458) Actual to date: 4142 **Performance is within the tolerance levels**
The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises are below target and within the tolerance levels for the year to date.		

People Support Services

PI 15		**The percentage of employees that have disclosed their disabled status** Target: 100% (90% - 100%) Actual to date: 93.5% **Performance is within the tolerance levels**

The percentage of employees disclosing their disability status has remained relatively constant with a slight rise to 93.5% during quarter three. Declaration rates are similar across all categories of staff. 4% of staff have declared that they a disability, equating to 2.9% of uniformed employees and 6.6% of non-uniformed and Fire Control staff.

PI 16		**The number of female uniformed staff** Target: 75 (67.5 – 82.5) Actual to date: 75 **Performance is within the tolerance levels**

The number of female uniformed staff has remained 75 (there were no new starters or leavers during the quarter).

40% of uniformed posts are management roles (Crew Commander and above). 32% of female uniformed staff are in management roles compared to 41% of male uniformed staff.

Positive action activity for new entrant firefighters continues and recruitment activity was opened in October 2017, which included taster days and fitness sessions specifically targeted at women. The candidate nurturing approach has had a significant impact on the success rates of female candidates and of the initial 19 people identified for employment, nine (48%) are women (commencing their initial firefighter development in January 2018).

PI 17		**The percentage of all staff from BME communities** Target: 10.0% (9.0% – 11.0%) Actual to date: 10.2% **Performance is within the tolerance levels**

The percentage of all staff from black and ethnic minority (BME) communities across the organisation is 10.2%.

8.9% of uniformed staff and 14.8% of non-uniformed staff and Fire Control staff describe themselves as being from a BME background.

Positive action activity for new entrant firefighters continues and recruitment activity was opened in October 2017, which included taster days and fitness sessions specifically targeted at BME communities. The candidate nurturing approach has had a significant impact on the success rates of candidates from a BME background and

of the initial 19 people identified for employment, six (31%) are from a BME background (commencing their initial firefighter development in January 2018).

PI 17a		**The percentage of uniformed staff from BME communities** Target: 8.6% (7.4% – 9.4%) Actual to date: 8.9% **Performance is within the tolerance levels**

8.9% of uniformed staff are from Black and Minority Ethnic (BME) communities (just above target).

29% of uniformed BME staff are in a management position (Crew Commander and above) compared to 42% of white uniformed staff.

PI 18		**The average number of working days/shifts lost due to sickness – all staff** Target: 3.97 (3.17 – 4.76) Actual to date: 4.78 **Under performance against the tolerance levels**

An average of 4.78 days/shifts per person were lost due to sickness year to date (April to December 2017). Although higher than the target of 3.97, performance represents an 8.1% decrease compared to the same period in 2016/17.

1.64 days/shifts per person were lost due to sickness during quarter three, although higher than the quarterly target was within the tolerance levels.

PI 19		**The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff** Target: 4.07 (3.25 – 4.89) Actual to date: 4.89 **Performance is within the tolerance levels**

An average of 4.89 days/shifts per person were lost due to sickness for the period April to December 2017. Although higher than the target of 4.07, performance is just within the tolerance levels, and represents a 6.7% decrease compared to the same period in 2016/17.

1.82 days/shifts per person were lost due to sickness during quarter three, above the target (1.42) and the upper tolerance level for the quarter.

7% of Uniformed sickness episodes have no absence reason recorded (16% in quarter two).

9% of Uniformed back to work interviews have not been recorded on HRMS (27% in quarter two).

The top 5 causes of sickness are:

- Post-Operative
- Mental Health - Stress
- Musculoskeletal - Back
- Musculoskeletal - Joint Problems
- Gastrointestinal

Long term sickness accounted for 55% of all Uniformed sickness (63% in quarter two).

47 members of staff are on restricted duties. Although an increase of 10 compared to quarter two 17/18, the number of duty days lost has remained the same.

PI 20		**The average number of working days/shifts lost due to sickness – non-uniformed staff** Target: 3.67 (2.93 – 4.40) Actual: 4.42 **Under performance against the tolerance levels**

An average of 4.42 days/shifts per person were lost due to sickness for the period April to December 2017. Although higher than the target of 3.67, performance represents a 12.8% decrease compared to the same period in 2016/17.

1.07 days/shifts were lost due to sickness during quarter three, below the quarterly target of 1.28).

23% of non-uniformed sickness episodes have no absence reason recorded.

26% of non-uniformed back to work interviews have not been recorded on HRMS.

The top 5 causes of sickness are:

- Post-Operative
- Musculoskeletal - Joint Problems
- Mental Health - Stress
- Senses - Vision
- Mental Health - Bereavement

Long term sickness accounted for 56% of all non-uniformed sickness (61% during quarter two).

Four members of staff were on restricted duties (a reduction of three).

Safety, Health and Environment

PI 21		**The total number of injuries** Forecast YTD: 98 (89 – 107) Actual to date: 93 **Performance is within the tolerance levels**
There were 24 injuries during quarter three which was the lowest quarter for 2017/18 (previous quarters recorded 33 and 36 injuries respectively). Slips, trips and falls are the largest cause of injury across the three quarters to date accounting for 19 accident reports. 36% of injury reports are incident related, 64% non-incident related. 61 near hits were reported during quarter three. There has been a 30% increase in reporting observed during 2017/18. 43 violence reports were made during the quarter and reporting is up 33% across the three quarters. The majority of reports remain verbal abuse (75 out of 114 reports). Missile throwing is the second biggest cause (18 reports).		
PI 22		**The total number of RIDDOR injuries** Forecast YTD: 13.5 (12.0 – 14.0) Actual to date: 8.0 **Over performance against the tolerance levels**
There were two RIDDOR reports during quarter three. One injury was incident related, the other support staff related. Both reports were made during November with no reports recorded in October or December.		
PI 23		**To reduce the Fire Authority's carbon emissions** Forecast YTD: N/A Actual to date: N/A
Performance indicator is reported on annually at the end of year.		
PI 24		**To reduce gas use of Fire Authority premises** Forecast YTD: 6175MWh (5557 – 6793) Actual to date: 5764MWh **Performance is within the tolerance levels**
Slight increase in usage compared to previous quarters, which can be attributed to seasonal trends. Performance is within the tolerance levels for the quarter and for the year to date.		

PI 25		**To reduce electricity use of Fire Authority premises** Forecast YTD: 3883MWh (3495 – 4271) Actual to date: 2900MWh **Over performance against the tolerance levels**
Slight increase in usage compared to previous quarters, which can be attributed to seasonal trends. This has resulted in the quarterly performance being within the tolerance levels although remaining below target.		

WEST MIDLANDS FIRE AND RESCUE AUTHORITY
SCRUTINY COMMITTEE WORK PROGRAMME 2017/18

Date of Meeting	Item	Responsible Officer	Completed
	2017		
04 September 2017	Analysis of Progress of Corporate Performance against The Plan for Quarter 1 2017/2018	Director of Service Delivery	
	Update on Review of Data Sharing	Director of Service Delivery	
	Operational Assessment Improvement Register – delayed to Oct meeting	Strategic Enabler Strategic Hub	
	Consideration of Work Programme	Chair Of Scrutiny Committee	
09 October 2017	Dispute Resolution Monitoring – submitted at Sept meeting	Strategic Enabler People Support Services	
	Operational Assessment Improvement Register	Strategic Enabler Strategic Hub	
13 November 2017	Analysis of Progress of Corporate Performance against The Plan for Quarter 2	Director of Service Delivery	

	2017/2018 Diversity, Inclusion, Cohesion & Equality Update Update on the Review of Positive Action and Firefighter Recruitment	 Strategic Enabler People Support Services Strategic Enabler People Support Services	
2018			
Date of Meeting	**Item**	**Responsible Officer**	**Completed**
26 February 2018	Analysis of Progress of Corporate Performance against The Plan for Quarter 3 2017/2018	Director of Service Delivery	
26 March 2018	Dispute Resolution Monitoring Report Operational Assessment Improvement Register Update on Review of Data Sharing Safeside – Update on Transport Funding	Strategic Enabler People Support Services Strategic Enabler Strategic Hub Director of Service Delivery Director of Service	

	Consideration of the Annual Report of the Scrutiny Committee	Delivery Chair of Scrutiny Committee	
04 June 2018	Analysis of Progress of Corporate Performance against The Plan for Quarter 4 2017/2018 Diversity, Inclusion, Cohesion & Equality Update Annual Report of the Scrutiny Committee	Director of Service Delivery Strategic Enabler People Support Services Chair of Scrutiny Committee	

To report as appropriate:

- Review of positive action and firefighter recruitment
- Update on the outcomes of the data sharing review

Note: separate meetings of the review working group are to be scheduled if and when required.

Items greyed out indicate that they have been completed / submitted to the Committee.