


Performance Indicator Performance – Quarter Three 2018/19

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 priorities focus on dealing excellently with emergency incidents:



- The most serious emergency incidents will be attended, on average, within five minutes to save life, protect homes and businesses, and keep our transport networks moving
- Our commitment to operational excellence will reduce risk to life and property and enable an assertive, effective and safe emergency response to all incidents whilst supporting firefighter safety
- At all incidents we attend we will lead and co-ordinate rescue operations whilst working collaboratively with other agencies to deliver an excellent response and meet public expectations
- We will enhance resilience and deliver a local, national and international response to major incidents, emerging threats, and humanitarian situations through our specialist response teams




PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 43 seconds Over performance against the tolerance levels
<p>The median attendance time to high-risk (Cat 1) incidents in quarter three was 4 minutes 43 seconds, the same as the previous two quarters.</p> <p>Attendance times for Category 2, 3 & 4 incidents remain well within target:</p> <ul style="list-style-type: none"> • Category 2: 5 minutes 31 seconds (target is under 7 minutes) • Category 3: 4 minutes 58 seconds (target is under 10 minutes) • Category 4: 6 minutes 36 seconds (target is under 20 minutes) 		




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 the risks faced by the most vulnerable people in our communities
- 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, 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
- The safety, health and well-being of the most vulnerable people in our communities will improve through our interventions delivered to tackle the effects of an increasing demand on health and social care services


PI 2		The number of accidental dwelling fires Forecast YTD: 1216 (1120 – 1277) Actual to date: 1203 Performance is within the tolerance levels
<p>Accidental dwelling fires for quarter three 2018/19 are 17% below target for the quarter and 1.3% below target for the year. The number of incidents for quarter three (372) represent the lowest number in a single quarter since our records began in 1998/99.</p> <p>Due to the reduction of incidents, a data quality check was carried out on a small number of incidents. While no errors were found, a much larger data quality check will be completed at the end of the financial year to ensure that the figures over this quarter are correct.</p>		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 43 (33 – 50) Actual to date: 35 Performance is within the tolerance levels
<p>There were 17 injuries at accidental dwelling fires during quarter three 2018/19, three incidents above the target for the quarter but within the tolerance levels for the year.</p> <p>Seven injuries were recorded in both November and December, the highest monthly totals since September 2017 in which eight injuries had been recorded.</p> <p>The majority of injuries were caused as a result of the casualty attempting to fight the fire.</p>		

PI 4		The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 4
<p>There was one fatality due to accidental dwelling fires during quarter three.</p> <p>The incident occurred within the Black Country South Command Area. The individual was over 65 years old. The suspected cause of the fire was attributed to an old electric blanket.</p>		
PI 5		The percentage of Safe and Well visits referred by our partners Forecast YTD: 55% (55% - 57.5%) Actual to date: 47.4% Performance is below the tolerance levels
<p>The percentage of Safe and Well visits referred by our partners during quarter three was 47.4%, below the target of 55%, and representing a slight reduction compared to the quarter two figure of 49.9%.</p> <p>Monthly breakdown:</p> <p>October – 46.4% November – 51.3% December – 44.0%</p>		
PI 6		The number of Safe & Well points achieved by the Brigade Forecast YTD: 225,000 Actual to date: 238,091 Over performance against the tolerance levels
<p>238,091 Safe & Well points were achieved during quarter three, over 13,000 points above the target year to date. 70,337 points were achieved during quarter three, 4663 points below the quarterly target.</p> <p>The new Tymly system was introduced in the Black Country South Command Area during quarter two. 1028 visits were completed using the system (compared to 556 during the previous quarter). Tymly uses an updated risk model and does not record Safe and Well points. If it was assumed that these visits accrued the average number of Safe and Well points for the command during the quarter, these visits would have added 8327 points to the quarterly total.</p> <p>There were a total of 10,137 visits carried out during the quarter, equating to 1.9 per appliance per 24 hours.</p>		


PI 7		<p>The number of people killed or seriously injured (KSI) in road traffic collisions</p> <p>Forecast YTD: Not applicable</p> <p>Actual to date: 452 (not up to date)</p>
<p>Delays continue in the provision of figures for this performance indicator (data has been received up to September 2018). At the time of writing, figures indicate 452 people killed or seriously injured in road traffic collisions year to date. There had been a slight reduction in quarter two when compared with the quarter one and reduction of 51 incidents (19%) when compared to quarter two 2017/18.</p> <p>There were four fatal collisions during July 2018, occurring in Birmingham, Coventry (two) and Sandwell. There were two fatal collisions during August, both in Wolverhampton, and two fatal collisions during September occurring in Dudley and Solihull.</p>		
PI 8		<p>The number of deliberate fires in dwellings</p> <p>Forecast YTD: 159 (134 – 176)</p> <p>Actual to date: 170</p> <p>Performance is within the tolerance levels</p>
<p>The number of deliberate fires in dwellings were 21.6% below the target for the quarter and although above target for the year to date, performance was within the tolerance levels.</p> <p>The lowest number of incidents year to date were observed during the quarter, particularly due to a significant reduction in the number of incidents in November in which only 10 were recorded.</p> <p>The source of ignition was identified as 'lighted paper, rag or card, or other naked flame' for almost half of all incidents during the quarter.</p> <p>Due to the reduction of incidents, a data quality check was carried out on a small number of incidents. While no errors were found, a much larger data quality check will be completed at the end of the financial year to ensure that the figures over this quarter are correct.</p>		
PI 9		<p>The number of deliberate fires in non-domestic premises</p> <p>Forecast YTD: 139 (117 – 154)</p> <p>Actual to date: 100</p> <p>Over performance against the tolerance levels</p>
<p>A significant reduction in the number of deliberate fires in non-domestic premises was observed during the quarter, 17 incidents below target for the quarter and 28.1% below target year to date.</p>		

The figure for quarter three represents a 43.2% decrease compared to the number of incidents recorded during quarter three 2017/18 and a decrease of 56.2% when compared to the same period during 2016/17.

There were two incidents recorded at HMP Birmingham, representing a significant reduction compared to previous periods and one of 410 the factors in the reduction in the number of incidents that has been observed.


PI 10		The number of deliberate vehicle fires
		Forecast YTD: 671 (564 – 744) Actual to date: 618 Performance is within the tolerance levels

The number of deliberate vehicle fires were 7% below the target for the quarter and 8% below the year to date target. The number of incidents have only been above the monthly target on three occasions during the last 12 months; April 2018 (eight incidents above), July 2018 (six incidents above), and October 2018 (six incidents above).

PI 11		The number of deliberate rubbish fires
		Forecast YTD: 1659 (1527 – 1742) Actual to date: 1227 Over performance against the tolerance levels

352 incidents occurred during quarter three, reflecting performance continuing to be below the target for the quarter and below the lower tolerance level year to date (26.1% below target).

Throughout the first three quarters of the year, deliberate rubbish fires have only exceeded a monthly target once, in July, and then only by four incidents. A significant reduction in incidents was observed during December 2018 when only 83 incidents were recorded, 18.1% below the target and the lowest amount recorded in any month year to date for 2018/19. In contrast, an unusual increase was observed within the Blakenall area in Walsall. A total of 23 incidents were recorded, more than double the number of incidents recorded during the two previous quarters (nine and eight incidents respectively).

PI 12		The number of deliberate fires in derelict buildings
		Forecast YTD: 120 (101 – 132) Actual to date: 87 Over performance against the tolerance levels



18 incidents occurred during quarter three, with performance continuing to be below the target and the lower tolerance level (27.3% below target year to date).

Throughout the first three quarters of the year, deliberate fires in derelict buildings have only exceeded a monthly target once, in May. Only two incidents were recorded during December, the lowest monthly total on record.




Protection

Our protection priorities focus on creating stronger businesses and safer communities. We will ensure:

- High risk buildings including residential high rise, are assessed to ensure public safety and provide reassurance from the risks of fire
- Businesses become safer from fire through interaction with our people delivering integrated prevention, protection and response services
- Enhance economic growth by providing clear advice and flexible support in collaboration with other regulators and partner agencies
- Utilise and evidence-based approach to risk reduction to enable effective engagement with the most vulnerable businesses and members of the community
- Reduce the impact of Automatic Fire Alarms, to minimise unnecessary disruption and costs to businesses, other organisations and our communities

PI 13		<p>The number of accidental fires in non-domestic premises Forecast YTD: 305 (257 – 338) Actual to date: 325 Performance is within the tolerance levels</p>
<p>There were 101 accidental fires in non-domestic premises during quarter three, with performance continuing to be above the target for the quarter and year to date, although within the tolerance levels.</p>		
PI 14	 <p>Fire alarm</p>	<p>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Forecast YTD: 4109 (3781 – 4314) Actual to date: 4542 Under performance against the tolerance levels</p>
<p>There were 1471 false alarm calls due to fire alarm equipment in dwellings and non-domestic premises during quarter three. Following an increase in the number of incidents in July 2018 which continued until November, the number of incidents have begun to decrease again. However, performance remains above target and above the upper tolerance level.</p>		

People Support Services

PI 15		<p>The percentage of employees that have disclosed their disabled status Target: 100% (90% - 100%) Actual to date: 94.7% Performance is within the tolerance levels</p>
<p>The percentage of employees disclosing their disability status has remained relatively constant with a slight rise compared to previous periods, to 94.7%.</p>		
PI 16		<p>The number of female uniformed staff Target: 112 (100 – 124) Actual to date: 113 Performance is within the tolerance levels</p>
<p>The number of female uniformed staff has increased to 113, one above target and within the tolerance levels.</p> <p>The Service had employed a total of 54 trainee firefighters during the first three quarters of 2018/19, 23 (43%) of whom were women. A further 19 trainee firefighters commenced employment in January 2019, seven (37%) of whom were women. This equates to a total of 73 trainee firefighters employed year to date, 37% of whom are women. Additionally, three firefighters have returned from career breaks, two of whom are women. Attraction rates for women is currently 28%.</p> <p>40% of uniformed posts are Crew Commander or above. 24% of female staff in uniformed positions hold the role of Crew Commander or above. This represents a slight decreases compared to the previous quarter (which had been 25%). However, female progression has increased significantly over the last few years. When considering non-uniformed staff, 59% of posts are above a grade eight. 48% of female non-uniformed staff are in a post above a grade eight.</p>		
PI 17		<p>The percentage of all staff from BME communities Target: 11.8% (10.5% – 13.0%) Actual to date: 11.5% Performance is within the tolerance levels</p>
<p>The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time with a slight increase to 11.5% in quarter three (compared to 10.9% in quarter one, and 11.2% in quarter two).</p> <p>Staff from BME communities account for 9.8% of uniformed posts, and 16.2% of non-uniformed and Fire Control posts.</p>		

When considering the ethnicity profile of crew commanders and above, 27% of BME uniformed staff hold a management position. When considering non-uniformed staff, 53% of BME non-uniformed staff are in a post above a grade eight.

PI 17a



The percentage of uniformed staff from BME communities

Target: 10.2% (9.1% – 11.3%)

Actual to date: 9.8%

Performance is within the tolerance levels

9.8% of uniformed staff are from Black and Minority Ethnic (BME) communities, the same percentage as quarter two.

27% of uniformed BME staff are in a management position (Crew Commander and above).

The Service had employed a total of 54 trainee firefighters during the first three quarters of 2018/19, 15 (28%) of whom were from BME communities. A further 19 trainee firefighters commenced employment in January 2019, four (21%) of whom were from BME communities. This equates to a total of 73 trainee firefighters employed year to date, 26% of whom are from BME communities. Attraction rates for BME applicants is currently 25%.

PI 18



The average number of working days/shifts lost due to sickness – all staff

Target: 1.68 (1.32 – 2.04)

Actual to date: 2.27

Under performance against the tolerance levels

An average of 2.27 working days/shifts per person were lost due to sickness during quarter three, above target and above the upper tolerance levels. The average number of working days / shifts lost for all employees year to date is 6.02, which is higher than the year to date target of 4.66. The figure represents a 22.6% increase compared to the same period in 2017/18.

PI 19



The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff

Target: 1.69 (1.36 – 2.02)

Actual to date: 2.17

Under performance against the tolerance levels


An average of 2.17 working days/shifts per person were lost due to sickness during quarter three. This was above the target and above the upper tolerance level. The average number of working days / shifts lost for uniformed and Fire Control staff year to date is 5.75 which is higher than the year to date target of 4.66. The figure represents a 17.1% increase compared to the same period in 2017/18.

14% of duty days had no absence reason recorded, and 16% of sickness episodes had no return to work information recorded.

The top 5 causes of sickness are:

- Mental health
- Gastrointestinal
- Joint problems
- Musculoskeletal – back
- Post - Operative

1100 days were lost through restricted duties during quarter three compared to 917 days lost during the same period last year. The total figure year to date equates to 2834 days lost through restricted duties.


PI 20		The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 1.67 (1.34 – 2.00) Actual: 2.64 Under performance against the tolerance levels
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An average of 2.64 working days/shifts per person were lost due to sickness during quarter three. This was above the target and the upper tolerance level. The average number of working days / shifts lost for non-uniformed staff year to date is 6.93 which is higher than the year to date target of 4.67. The figure represents a 40.9% increase compared to the same period in 2017/18.

Missing data has increased during this quarter. 20% of duty days had no absence reason recorded. 31% of sickness episodes had no return to work interview information recorded.

It is not able to report the top 5 causes of sickness as they may identify individuals.

Safety, Health and Environment


PI 21		The total number of injuries Forecast YTD: 95 (86 – 99) Actual to date: 91 Performance is within the tolerance levels make it green
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There were 20 injuries during quarter three and performance is within the tolerance levels. 34 (37%) reports out of the 91 were incident related. Slips, trips and falls remained the main cause (resulting in 22 injuries).

There were 211 near hit reports during the three quarters, a 15% increase compared to the same period in the previous year (184 near hit reports). There were 54 near hit reports during quarter three. The main trends remain related to satellite navigation and dust at Hay Mills Fire Station. Action is being taken on both of these issues.


There were 34 violence near hit reports during the quarter, 118 reports in total since the start of the financial year. 112 of the 118 reports were incident related, 87 reports

involved verbal abuse and 18 involved some sort of missiles being thrown. There were no significant trends by location.


PI 22		The total number of RIDDOR injuries Forecast YTD: 11.25 (10.1 – 11.9) Actual to date: 11.0 Performance is within the tolerance levels
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There were four RIDDOR reports during quarter three. Two of the injuries occurred at incidents and two occurred whilst undertaking training. One of the injuries sustained whilst training occurred at a technical rescue assessment and has been classed as a significant safety event which is being jointly investigated by the Service and the Fire Brigade's Union, and being followed up by the Health and Safety Executive.


Note: RIDDOR refers to the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Further information is available via the Health and Safety Executive website.

PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: N/A Actual to date: N/A
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Performance indicator is reported annually.

PI 24		To reduce gas use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
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Performance indicator is reported annually.

PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: N/A Actual to date: N/A
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Performance indicator is reported annually.