

APPENDIX 1

Performance Indicator Performance – Quarter One 2016/17

Key:	
Blue	Over performance against the tolerance levels
Green	Performance is within the tolerance levels
Red	Under performance against the tolerance levels

Response


Our Response Service protects life, properties and the economies of the West Midlands by delivering assertive, safe and effective fire fighting through timely response, across a range of emergencies we attend.

To support the delivery of the following Strategic Objective:

- We will deliver an assertive, safe, economic, efficient and effective emergency response service.

Overall assessment of performance:

- Over performance against the tolerance levels

PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 40 seconds Over performance against the tolerance levels
		<p>The median attendance time to high-risk (Cat 1) incidents in Q4 is 4 minutes 40 seconds, an improvement of 7 seconds compared to the previous quarter and an all-time low. Reaction times have remained stable.</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 54 seconds (target is under 10 minutes)• Category 4: 6 minutes 52 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.


Overall assessment of performance:

- Performance is within the tolerance levels

PI 2		The number of accidental dwelling fires Forecast YTD: 429 (409 – 439) Actual to date: 359 Over performance against the tolerance levels
359 accidental dwelling fires at the end of Q1 is the lowest number on record, and 50 fewer incidents than quarter 1 2015/16. The 106 incidents that occurred during in May was particularly low compared to other months. More than 100 incidents were in purpose-built flats but there were also 90 incidents in semi-detached houses. 217 of the fires started in the kitchen, representing just over 60% of all incidents.		
PI 3		Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 17 (14 – 19) Actual to date: 18 Performance is within the tolerance levels
There were 18 injuries from accidental fires in dwellings (taken to hospital for treatment) in Q1, one above the target of 17 but within the tolerance levels. Five of the injuries occurred in Sandwell and six in the Bushbury South and Low Hill ward (Low Hill and Scotlands LANA) in Wolverhampton, four of which resulted from a single incident.		
PI 4		The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 2
Two fatalities were experienced as a result of accidental dwelling fires during April, both female and both occurred in Birmingham (one victim was bed-ridden). Both properties had smoke alarms (with long-life batteries) that failed to operate. One alarm did not detect the smoke, the other had a defective battery.		

PI 5		The percentage of Home Safety Checks referred by our partners Forecast YTD: 40% Actual to date: 39.4% Performance is within the tolerance levels						
<p>Analysis has shown that the highest risk Safe & Well (S&W) visits are predominantly the result of referrals from partner agencies. Despite an improvement over the previous quarters, the target of 40% has not quite been achieved. Commands are continuing to place an emphasis on developing and maintaining effective partnership referral pathways and all commands have achieved more than 30% referrals, with Coventry and Solihull Command achieving 48.5% and Black Country North Command achieving 46% in Q1.</p>								
PI 6		The number of Safe & Well Visit points achieved by the Brigade Forecast YTD: 45000 Actual to date: 52210 Over performance against the tolerance levels						
<p>The target for Safe & Well (S&W) points for 2016/17 is based on the capacity of crews to achieve 1 S&W visit per day per appliance. During Q1, crews achieved 1.21 visits per appliance per day compared with 0.97 during Q4 2015-16.</p> <p>6,586 S&W visits were completed during Q1, which is significantly higher than the number delivered during Q4 2015-16 of 5,300.</p> <p>The average points score per visit has also improved:</p> <table><tr><td>2016-17 Q1</td><td>= 7.94</td></tr><tr><td>2015-16 Q4</td><td>= 7.59</td></tr><tr><td>2015-16 Q3 Nov + Dec</td><td>= 7.80</td></tr></table> <p>NB. During 2015-16 the points scoring system was revised making comparison with previous years inappropriate.</p>			2016-17 Q1	= 7.94	2015-16 Q4	= 7.59	2015-16 Q3 Nov + Dec	= 7.80
2016-17 Q1	= 7.94							
2015-16 Q4	= 7.59							
2015-16 Q3 Nov + Dec	= 7.80							
PI 7		The number of people killed or seriously injured (KSI) in road traffic collisions Forecast YTD: Not applicable Actual to date: Not available						
<p>There are currently no figures available for Q1 2016/17 due to the continued delays experienced with obtaining such data (approximately 6 months behind).</p> <p>The Road Safety data for the period January to December 2015 indicates 970 KSI (this is now completed data). So far for financial year 2015/16 there have been 746 KSI (data is missing from January, February and March).</p>								

PI 8		The number of arson fires in dwellings Forecast YTD: 47 (42 – 49) Actual to date: 51 Under performance against the tolerance levels
<p>The number of arson dwelling fires in Q1 is 51, two higher than the upper tolerance level. This is higher than Q1 last year, which was particularly low (36 incidents). It is worth considering that the figures was more than double in 2011, when there were 133 arson dwelling fires. There were no particular hotspots or patterns, with incidents relatively spread out across the West Midlands, with approximately half occurring Birmingham.</p>		
PI 9		The number of arson fires in non-domestic premises Forecast YTD: 32 (29 – 33) Actual to date: 53 Under performance against the tolerance levels
<p>The number of incidents of arson in non-domestic properties in Q1 is up from 27 this time last year to nearly double that in 2016, and 20 incidents above the upper tolerance level. It should be noted that this stretching target will be difficult to achieve by year-end without a significant reduction in the number of incidents throughout the rest of the year. These incidents are more likely to occur at weekends, with 13 taking place on Saturday, and six on a Sunday. 17 incidents were recorded in HMP Birmingham (five in May and 12 in June).</p>		
PI 10		The number of arson vehicle fires Forecast YTD: 166 (149 – 174) Actual to date: 191 Under performance against the tolerance levels
<p>191 deliberate vehicle fires in Q1 represents the highest figure since 2011 when there were 226 incidents. Performance is higher than the upper tolerance level of 174. Incidents have happened across the West Midlands with no particular geographical hotspots identified this quarter, although Wolverhampton with just five incidents is relatively low compared to other authority areas.</p>		
PI 11		The number of arson rubbish fires Forecast YTD: 595 (566 – 607) Actual to date: 494 Over performance against the tolerance levels
<p>Approximately 100 incidents below the target and the lowest total for Q1 for several years. Similar to arson vehicle fires, the majority of incidents occur in the early evening and at night. Incidents tend to happen across the West Midlands, although Solihull only experienced ten incidents during the quarter. April and June experienced above average rainfall, helping to reduce the number of incidents.</p>		

PI 12		The number of arson fires in derelict buildings Forecast YTD: 49 (44 – 51) Actual to date: 61 Under performance against the tolerance levels
There were 61 arson fires in derelict buildings in Q1, which is ten over the upper tolerance level. 17 incidents in April and 14 in May increased to 30 in June. 19 incidents occurred in Sandwell which is relatively high.		

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


PI 13		The number of accidental fires in non-domestic premises Forecast YTD: 116 (104 – 121) Actual to date: 103 Over performance against the tolerance levels
103 accidental fires in non-domestic premises in Q1, is just below the lower tolerance level by one incident. This reflects the continuing year-on-year reductions observed in recent years and the figures is the lowest recorded in the first quarter for some time. The ward with the highest number of incidents was Nechells with 12, which is much higher than the next highest ward with three incidents.		
PI 14		The number of false alarm calls due to fire alarm equipment Forecast YTD: 1348 (1281 – 1375) Actual to date: 1334 Performance is within the tolerance levels
The number of false alarm calls due to fire alarm equipment for Q1 is one incident below the lower tolerance level. The continuing good performance within this area is largely due to the contribution made by the Business Support Vehicles.		





People Support Services

PI 15		<p>The percentage of employees that have disclosed their disabled status Target: 100% Actual to date: 89% Under performance against the tolerance levels</p>
<p>The percentage of staff who have disclosed their disability status has remained the same during Q1 at 89%.</p>		
PI 16		<p>The number of female uniformed staff Target: 75 (71 – 79) Actual to date: 75 Performance is within the tolerance levels</p>
<p>Progression and retention continues to be a focus through our positive action strategy. There are 75 female uniformed staff; two members of staff have returned to Hereford & Worcester FRS and one member of staff has transferred to another FRS. No female staff are due to retire until 2019. The firefighter recruitment campaign is to commence in October 2016. Positive action activity has commenced and will be running to the end of September.</p>		
PI 17		<p>The percentage of all staff from ethnic minority communities Target: 10.0 (9.5 – 10.5) Actual to date: 10.1 Performance is within the tolerance levels</p>
<p>This indicator has been redefined: 'White Irish' and 'White – any other White background' are to be categorised as 'White', not as 'BME'. This is to bring the Service into line with national and local recording. As a result, the percentage of staff reported as from ethnic minority communities has decreased slightly: 2015/16: 9.8% (previously 13.3%) 2014/15: 9.7% (previously 13.59%) 2013/14: 9.6% (previously 13.63%) It should be noted that the percentage of staff from BME communities has changed little over time. The firefighter recruitment campaign is to commence in October 2016. Positive action activity has commenced and will be running to the end of September.</p>		
PI 18		<p>The average number of working days/shifts lost due to sickness – uniformed employees Target: 1.49 (1.41 – 1.56) Actual to date: 1.45 Performance is within the tolerance levels</p>
<p>Uniformed sickness is on target and has reduced by 7% compared to Q4 2015/16. The number of days/shifts lost due to long-term sickness accounted for 68.9% of all sickness. The number of members of staff on restricted duties had reduced from 28 to 23.</p>		

PI 19		The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff Target: 1.63 (1.55 – 1.72) Actual to date: 1.63 Performance is within the tolerance levels
Non-Uniformed and Fire Control sickness has decreased by 6%. The Service continues to monitor and plan for the continued reduction in non-uniform sickness. The months reported within Q1 have been slightly higher than previous months but the PI remains on target. Targeted discussion with managers at team meetings around sickness issues will continue to ensure that appropriate support and monitoring of sickness is in place.		
PI 20		The average number of working days/shifts lost due to sickness – all staff Target: 1.52 (1.44 – 1.60) Actual: 1.50 Performance is within the tolerance levels
The average number of working days / shifts lost due to sickness for all staff is on target and has reduced by 6% since Q1 in 2015/16.		

Safety, Health and Environment

PI 21		The total number of injuries Forecast YTD: 36 (34 – 38) Actual to date: 39 Under performance against the tolerance levels
<p>The total number of injuries were down in Q1 from 41 to 39 compared to the same period during 2015/16 but are slightly above the upper tolerance figure.</p> <p>The three main causes were: Slips, trips, falls: 8 (21%) Manual handling: 5 (13%) Struck by: 5 (13%)</p> <p>14 injuries (36%) occurred at incidents and 25 (64%) were non-incident related, i.e. a controlled environment.</p> <p>Breakdown of injuries by Command: Birmingham 15 Black Country North 7 Black Country South 3 Coventry and Solihull 4 Non Commands 10</p> <p>By age, the main categories were: 31-40 16 injuries 41-50 14 injuries</p>		

PI 22		The total number of RIDDOR injuries Forecast YTD: 5 Actual to date: 3 Over performance against the tolerance levels
<p>The total number of RIDDOR injuries during Q1 has reduced from eight injuries during Q1 2015/16 to three injuries this quarter.</p> <p>The three RIDDOR reports were all non-incident related and have been followed up locally.</p>		
PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: N/A Actual to date: N/A
<p>This indicator is reported on annually in quarter 4 of each year.</p>		
PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 2,423.9MWh Actual to date: 2,079.4MWh Over performance against the tolerance levels
<p>Data for PI 24 is provisional due to experiencing technical difficulties.</p>		
PI 25		To reduce electricity use of Fire Authority premises Forecast YTD: 1,363.7MWh Actual to date: 1,338.8MWh Performance is within the tolerance levels
<p>Data for PI 25 is provisional due to experiencing technical difficulties.</p>		