

APPENDIX 1

Performance Indicator Performance – Quarter Two 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.

Overall assessment of performance:

- Over performance against the tolerance levels

PI 1		The Risk Based Attendance Standard Target: under 5 minutes Actual: 4 minutes 38 seconds Over performance against the tolerance levels
<p>The median attendance time to high-risk (Cat 1) incidents in quarter two was 4 minutes 38 seconds, a decrease of 8 seconds compared to the previous quarter. The year to date median attendance time was 4 minutes 43 seconds.</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 30 seconds (target is under 7 minutes)• Category 3: 4 minutes 54 seconds (target is under 10 minutes)• Category 4: 6 minutes 38 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

<p>PI 2</p>		<p>The number of accidental dwelling fires Forecast YTD: 768 (683 - 829) Actual to date: 782 Performance is within the tolerance levels</p>
<p>Accidental Dwelling Fires are 1.8% above target year to date, remaining within the tolerance levels. The figure for quarter two is 1.4% below target, an improvement on quarter one which had been 5.0% above target.</p> <p>Black Country South is above the upper tolerance level for the year to date, with 169 incidents against a target of 152. This is mainly due to Dudley Borough which has exceeded tolerance levels since April 2017. Solihull Borough is above the upper tolerance level although performance has improved and monthly figures were below target for the last two months of the quarter.</p>		
<p>PI 3</p>		<p>Injuries from accidental fires in dwellings (taken to hospital for treatment) Forecast YTD: 30 (20 – 37) Actual to date: 29 Performance is within the tolerance levels</p>
<p>There were 17 injuries as a result of Accidental Dwelling Fires in quarter two (29 year to date, against a target of 30). Smoking related injuries were higher than expected accounting for 31% of injuries (nine in total), and cooking related fires accounted for 37.9%. Six of the nine smoking related injuries occurred in Birmingham (five within the Birmingham North command area). Four of the smoking related injuries occurred during quarter two and all involved drugs / alcohol (the two incidents in quarter one did not).</p>		

PI 4		<p>The number of deaths from accidental dwelling fires Forecast YTD: N/A Actual to date: 4</p>
<p>There were two fatalities at Accidental Dwelling Fires in quarter two, one in Birmingham and one in Sandwell.</p>		
PI 5		<p>The percentage of Safe and Well visits referred by our partners Forecast YTD: 50% (50% - 52.5%) Actual to date: 43.1% Under performance against the tolerance levels</p>
<p>At the end of quarter one the figure for the percentage of Safe & Well visits referred from partner agencies stood at 34.4% (compared with 44.4% in quarter four 2016/17). This has increased to 52.4% in quarter two, giving a year to date figure of 43.1%.</p> <p>There has been a positive upturn during quarter two with the figure for September being the highest ever at 54.6%. The significant improvement is due to a number of linked activities by the Operational Crews, Partnerships Team and Fire Control.</p>		
PI 6		<p>The number of Safe & Well points achieved by the Brigade Forecast YTD: 137,500 Actual to date: 122,582 Under performance against the tolerance levels</p>
<p>Quarter two reflected an improvement in the number of Safe and Well points achieved with 68,112 points compared to 56,222 in quarter one (the quarterly target is 68,750).</p> <p>Performance varies across the Service, with Command Areas recording the following performance against their respective targets:</p> <p>Birmingham – 93.5% Black Country North – 124.8% Black Country South – 118.5% Coventry and Solihull – 61.5% West Midlands (in total) – 99%</p>		
PI 7		<p>The number of people killed or seriously injured (KSI) in road traffic collisions Forecast YTD: Not applicable Actual to date: 267 (not up to date)</p>

Delays continue in the provision of figures for this performance indicator. At the time of writing, the figure for quarter two 2017/18 is 267.

The number of people killed or seriously injured (KSI) in road traffic collisions appears to currently follow a decreasing trend after peaking in May 2016.

The figures for the calendar year 2016 have been published and are therefore confirmed, with a total of 1099 KSI.

The number of people killed in road traffic collisions between January and March 2017 has been revised, with 12 currently recorded instead of the 18 previously mentioned. So far there have been seven fatalities in quarter one of 2017/18, and four in quarter two.

Quarter one 2017/18 currently has 211 KSIs recorded, compared to 289 recorded in quarter one 2016/17. 230 KSIs were recorded during quarter four 2016/17 compared to 261 recorded during quarter four 2015/16.

PI 8



The number of arson fires in dwellings

Forecast YTD: 95 (74 – 111)

Actual to date: 116

Under performance against the tolerance levels

Arson dwelling fires are 21.7% above target for the year to date. However, after deteriorating for several months, overall performance is demonstrating signs of improvement with the gap between the number of incidents and the target reducing in August and September. This trend can be observed in most Commands.

PI 9



The number of arson fires in non-domestic premises

Forecast YTD: 85 (66 – 99)

Actual to date: 112




Under performance against the tolerance levels

Arson fire at non-domestic premises are above the tolerance levels.

Birmingham North is still 79.7% above target, performance has improved since April, when incidents were 273.1% above target. Almost three quarters of incidents in Birmingham North occurred at HMP Birmingham (25 incidents in quarter one and 14 in quarter two).

Birmingham South is also above tolerance (by three incidents).

Black Country South Command is 50.3% (eight incidents) above target.

PI 10		<p>The number of arson vehicle fires Forecast YTD: 466 (356 – 534) Actual to date: 455 Performance is within the tolerance levels</p>
<p>Arson vehicle fires are within the tolerance level for the quarter.</p> <p>Incidents were particularly low in September (57 against a total of 90). Nevertheless, incidents remain above the three year average by 21.5%.</p>		
PI 11		<p>The number of arson rubbish fires Forecast YTD: 1130 (1005 – 1219) Actual to date: 1246 Under performance against the tolerance levels</p>
<p>The number of arson rubbish fires remained above the upper tolerance level for the quarter, exceeding the target by 12.0% in September. However, performance has improved; it had previously been 49.7% above target in April 2017. The wet weather experienced in September was a likely contributor to the reduction in the number of incidents.</p>		
PI 12		<p>The number of arson fires in derelict buildings Forecast YTD: 92 (71 – 107) Actual to date: 84 Performance is within the tolerance levels</p>
<p>The number of arson fires in derelict buildings had stayed within the tolerance levels since May and were 9.0% below target for the year to date. Birmingham South was 52.9% above tolerance for the year to date (five incidents above). Dudley Borough was also above tolerance by 35.1% (also five incidents above).</p>		

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:

- Performance is within the tolerance levels

<p>PI 13</p>		<p>The number of accidental fires in non-domestic premises Forecast YTD: 213 (166 – 249) Actual to date: 198 Performance is within the tolerance levels</p>
<p>The number of accidental fires in non-domestic premises are 7.1% below target for the year to date. All Commands are within tolerance levels with the exception of Birmingham South which is below tolerance (25 incidents recorded during the quarter). Wolverhampton Borough is also below tolerance with 13 incidents during the same period.</p>		
<p>PI 14</p>		<p>The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises Forecast YTD: 2809 (2499 – 3032) Actual to date: 2755 Performance is within the tolerance levels</p>
<p>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. The Black Country North and Coventry and Solihull Commands are above tolerance levels.</p> <p>Overall, non-domestic premises accounted for 24.9% of calls for the year to date, which is slightly lower than the same period in 2016/17 (26.6%) and 2015/17 (30.7%).</p>		


People Support Services

<p>PI 15</p>		<p>The percentage of employees that have disclosed their disabled status Target: 100% (90% - 100%) Actual to date: 93% Performance is within the tolerance levels</p>
<p>The percentage of employees disclosing their disability status has remained at 93%. 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.</p>		
<p>PI 16</p>		<p>The number of female uniformed staff Target: 75 (67.5 – 82.5) Actual to date: 75 Performance is within the tolerance levels</p>
<p>There are 75 female uniformed staff (an increase of one compared to quarter one), with two new entrants joining in July. One woman had resigned and another had taken a secondment opportunity.</p> <p>40% of uniformed posts are management roles (Crew Commander and above). 28% of female uniformed staff are in management roles compared to 41% of male uniformed staff.</p> <p>The first women only pre recruitment course has been held, with 15 women actively engage in this programme. The progress of these women through the recruitment process will be monitored. A programme of fitness sessions has been developed to help support and provide advice to women applicants who have been disproportionately unsuccessful during the strength and fitness elements of firefighter recruitment.</p> <p>The Fire Service College initiative has commenced with a social media marketing campaign specifically aimed at Asian women in the first instance with the intention to roll out to other women over the coming weeks. The outcome of this campaign will be monitored with specific candidates' progress being tracked over the coming months.</p>		
<p>PI 17</p>		<p>The percentage of all staff from BME communities Target: 10.0% (9.0% – 11.0%) Actual to date: 10.3% Performance is within the tolerance levels</p>
<p>The percentage of all staff from black and ethnic minority (BME) communities across the organisation has risen slightly to 10.3%.</p>		

8.6% of uniformed staff and 15.1% of non-uniformed staff and Fire Control staff describe themselves as being from a BME background.


Taster days continue to be held regularly across the organisation and, working alongside a locally based company, the Service is further developing its approach to taster days specifically targeting the South Asian communities in the West Midlands.

Work with the Fire Service College has commenced with a social media campaign targeted at Asian women. The success of this campaign will be closely monitored.


PI 17a	 <p>The percentage of uniformed staff from BME communities Target: 8.6% (7.4% – 9.4%) Actual to date: 8.6% Performance is within the tolerance levels</p>
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8.6% of uniformed staff are from Black and Minority Ethnic (BME) communities (exactly on target).

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

PI 18	 <p>The average number of working days/shifts lost due to sickness – all staff Target: 2.58 (2.1 – 3.1) Actual to date: 3.16 Under performance against the tolerance levels</p>
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An average of 3.16 days/shifts per person were lost due to sickness during quarters one and two (April to September 2017). Although higher than the target of 2.58, performance represents a 6.5% decrease compared to the same period in 2016.

PI 19	 <p>The average number of working days/shifts lost due to sickness – uniformed and Fire Control staff Target: 2.64 (2.1 – 3.2) Actual to date: 3.10 Performance is within the tolerance levels</p>
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An average of 3.10 days/shifts per person were lost due to sickness for the period April to September 2017. Although higher than the target of 2.64, performance represents a 9% decrease compared to the same period in 2016.

16% of Uniformed sickness episodes have no absence reason recorded.

27% of Uniformed back to work interviews have not been recorded on HRMS.


The top 5 causes of sickness (accounting for 61%) are:

- Mental Health - Anxiety/Depression

- Gastrointestinal
- Post-Operative
- Musculoskeletal: Back
- Joint Problems

Long term sickness accounted for 63% of all Uniformed sickness.

37 members of staff are on restricted duties (an increase of 16 compared to quarter one 17/18).

PI 20		<p>The average number of working days/shifts lost due to sickness – non-uniformed staff Target: 2.40 (1.92 – 2.88) Actual: 3.38 Under performance against the tolerance levels</p>
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An average of 3.38 days/shifts per person were lost due to sickness for the period April to September 2017, which is higher than the target of 2.40, and represents a 2.0% increase compared to the same period in 2016.





The top 5 causes of sickness (accounting for 61%) are:

- Mental Health - Anxiety / Depression
- Post-Operative
- Senses: Vision
- Joint Problems
- Hospital In-Patient / Treatment

Long term sickness accounted for 61% of all non-uniformed sickness (35% during quarter one).

Seven members of staff are on restricted duties (a reduction of two).

Safety, Health and Environment

PI 21		The total number of injuries Forecast YTD: 65 (59 – 69) Actual to date: 68 Performance is within the tolerance levels
<p>There have been 35 injuries during quarter two (two incidents more than quarter one).</p> <p>Two injuries occurred during a high rise incident (Cleveland Tower), a Watch Commander suffered a cardiac arrest following a training drill although this was not work related, there were three injuries reported for a Fire Cadet camp in Austria, and there was an unusual burns injury at an exercise (Birmingham Wheels).</p> <p>51 near hits were reported during quarter two, compared to 70 for quarter one. Several reports continue to lead to service improvement such as the storage of EDBA Sets. The main trends identified have been regarding Satellite Navigation, Mobile Data Terminals, and mobilising issues / concerns. Near hits relating to falls response have reduced from eight in quarter one to one in quarter two.</p> <p>32 violence reports have been reported during quarter two compared to 39 in quarter one. The majority of reports are related to verbal abuse, although three reports have been related to weapons.</p>		
PI 22		The total number of RIDDOR injuries Forecast YTD: 9.0 (8.1 – 9.45) Actual to date: 6.0 Over performance against the tolerance levels
<p>There were four RIDDOR reports during quarter two. Two injuries were incident related, and two were support staff related.</p>		
PI 23		To reduce the Fire Authority's carbon emissions Forecast YTD: N/A Actual to date: N/A
<p>Performance indicator is reported on annually at the end of year.</p>		
PI 24		To reduce gas use of Fire Authority premises Forecast YTD: 3033MWh (2730 – 3185) Actual to date: 2630MWh Over performance against the tolerance levels
<p>Slight increase in usage in quarter two compared to the same period in 2016/17. Performance is above the upper tolerance level for the quarter but remains over performing year to date.</p>		

The increase could be attributed to the winter months creeping in. Proposed boiler replacements are planned in the new year at Dudley, Northfield and Willenhall, so efficiencies should be observed in gas usage at those stations.

PI 25



To reduce electricity use of Fire Authority premises

Forecast YTD: 2432MWh (2189 – 2554)

Actual to date: 1567MWh

Over performance against the tolerance levels

Electricity is under target demonstrating over performance against the tolerance levels. There has been consistent usage observed across stations, with little impact from the nights starting to draw in. There is an expected increase in electricity next quarter after the clocks go back.

A number of planned works continued with LED lighting replacements at several locations across the estate. Proposed full station re-wires at Woodgate, Smethwick and Highgate fire stations during this financial year should produce further efficiency savings.