West Midlands Fire and Rescue Authority

Scrutiny Committee

You are summoned to attend the meeting of Scrutiny Committee to be held on
Wednesday, 12 September 2018 at 11:00

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

for the purpose of transacting the following business:

Agenda – Public Session

The meeting of the Scrutiny Committee scheduled to take place on 5 September was adjourned due to there being no quorum present.
This is the agenda of the extra meeting of the committee that has been rescheduled as a result.

Distribution:

Nicolas Barlow - Member, David Barrie - Member, Greg Brackenridge - Member, Kerry Jenkins - Member, Sybil Spence - Vice Chair of the Scrutiny Committee, Chris Tranter - Chairman, Ann Young - Member

Clerk Name: Karen Gowreesunker

Clerk Telephone: 0121 380 6678

Clerk Email: Karen.Gowreesunker@wmfs.net

Minutes of the Scrutiny Committee

04 June 2018 at 12:30 p.m.
at Fire Service Headquarters, Vauxhall Road, Birmingham B7 4HW

Present: Councillor Tranter (Chair),
                 Councillors Spence, Miks, Male, Hogarth

Apologies: Councillors Brackenridge, Young, Barrie

Observer: Tom Dare, Birmingham Mail

12/18 **Declarations of Interest in contracts or other matters**

There were no declarations of interest.

13/18 **Minutes of the Scrutiny Committee held on 26 March 2018**

Resolved that the minutes of the meeting held on the 26 March 2018 be approved as a correct record.

14/18 **Scrutiny Review of Safeguarding – Scoping**

Assistant Chief Fire Officer (ACFO) Gary Taylor, Director Service Delivery, presented a report on the review of safeguarding

The report asked the committee to give consideration to the subject of its next scrutiny review and the scoping document (included with the report as Appendix 1), with a view to initiating a review of safeguarding, and the establishment of a working group.

It was noted that it was good that the safeguarding of adults and especially the elderly was being looked at and reviewed.

Resolved that the committee approved the scoping document and the setting up of the working group to take forward the review of safeguarding.

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15/18 **Scrutiny of Positive Action and Firefighter Recruitment**

Area Commander Sarah Warnes, Strategic Enabler People Support Services and Joanne Simmonds, People Support Manager, presented a report on positive action and the recruitment of firefighters.

The report gave an update to Scrutiny Committee on current activity in developing the Fire Services approach to positive action and provided details of the outcomes of recent firefighter recruitment activity.

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

- The committee welcomed the fact that there were more women being recruited.
- It was confirmed that the recruitment candidate groups were now in situ.
- It was confirmed that no one had left the Service once deployed to station.
- The applicants were coming from a wide range of backgrounds, ages, and most were already employed.
- The Diversity Inclusion Cohesion and Equality (DICE) Station Initiative, in which several stations are involved, was being reviewed, and that there are a lot of positive actions being publicised whenever the organisation interacts with local communities via various methods including social media.
- There was a change in Operations Commander for Coventry and Solihull; ACFO Gary Taylor said he would ask the new Operations Commander to arrange a meet and greet with Cllr Miks.

Noted the progress made in relation to the review of positive action and firefighter recruitment.

16/18 **Internal Audit Report – Partnerships**

Assistant Chief Fire Officer (ACFO) Gary Taylor presented the report on the internal audit of partnerships.

The report was submitted to Scrutiny Committee Members to note the content of the Internal Audit Report - Partnerships dated 30th April 2018.

Noted the content of the Internal Audit Report - Partnerships, report no FS005, dated 30th April 2018 plus the included Appendix.

17/18 **Analysis of Progress of Quarterly Performance Against The Plan Qtr 4 2017-18**

Assistant Chief Fire Officer (ACFO) Gary Taylor and Area Commander Sarah Warnes, Strategic Enabler People Support Services, Director Service Delivery, presented a report on the organisations performance against 'The Plan'.

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

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

- To try and reduce the number of accidental dwelling fires certain groups of the community are targeted e.g. elderly and vulnerable.
- The data presented in the report can be drilled down to Local Council and Station Area, this information is also included in the Fire Authority briefings sent to members. Coventry have an interactive presentation which can be drilled down.
- It was suggested that it may be useful to have a comparison between the council areas.
- It was noted that in one case there had not been a meeting with the area councillor in the last 18 months.
- It was confirmed that male and female pay was the same across the organisation.
- It was queried whether there should be an amber category for items that had slipped into the red category, outside the tolerance level, but had mitigating circumstances behind it.

Noted

- The status of the Service's key performance indicators in the fourth quarter of 2017/2018 (Appendix 1).
- The progress made in delivering the three strategic priorities contained in 'The Plan' 2017-2020 (Appendix 1).
- The update on the performance information system detailed in section 5 of this report

18/18 **Diversity Inclusion Cohesion Equality Update**

Joanne Simmonds, People Support Manager, presented a report on Diversity Inclusion Cohesion Equality (DICE).

The report was presented to the Scrutiny Committee to review and consider the ongoing progress being made by the Service in advancing DICE. This activity supports our equality objectives as well as our statutory requirements of the Public Sector Equality Duty and Equality Act 2010

Noted the progress made by the Service in relation to DICE during the last 6 months.

19/18 **Annual Report of the Scrutiny Committee 2017-18**

That the Committee gives consideration to the content and format of its Annual Report 2017/18 for submission to the next full meeting of the Authority.

This report is submitted to Members to seek approval of the Annual Report of the Scrutiny Committee 2017/18.

The chair said that he had read through the report and was happy with it and asked the committee if they were happy and all agreed.

Resolved the report was agreed.

20/18 **Scrutiny Committee Work Programme 2017-18 – June 2018**

The Committee noted the Work Programme for the remainder of 2018.

Assistant Chief Fire Officer (ACFO) Gary Taylor commented that the Safeguarding review (agreed under item 14/18) should be added to the Work Programme.

The meeting finished at 13:48pm.

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WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

5 SEPTEMBER 2018

1. **REVIEW OF SAFEGUARDING – PROGRESS UPDATE**

   Report of the Chief Fire Officer.

   RECOMMENDED

1.1 THAT the Committee approves a Scrutiny working group to take the review of safeguarding forward, confirming its membership including nominating a lead member

1.2 THAT the Committee note the approach to the review

1.3 THAT the Committee approve the appointment of an external independent professional to support the review

1.4 THAT the Committee note the financial cost involved if an external independent professional is appointed

2. **PURPOSE OF REPORT**

2.1 This report is submitted to allow the Committee to consider the establishment of a Scrutiny working group to take the review of safeguarding forward, to confirm its membership and to nominate a lead member to report back on behalf of the working group.

2.2 The Committee are asked to note the proposed approach to be taken to carrying out the review, in that the review will be member led supported by an external independent professional (if appointed) and supported by members of an internal working group (consisting of key stakeholders from across the Service).

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2.3   The Committee are asked to consider and approve the appointment of an external independent professional who will be able to support and guide the review through to the production of an agreed set of outcomes.

2.4   Additionally, the Committee are asked to note the release of the necessary funding which the appointment of an external independent professional would incur (detailed within Financial Implications – section six of this report).

2.5   An overview of the review is provided within Appendix 1 including purpose, approach and intended outcomes, as well as progress to date in establishing approach, timescales and resources required.

3.   **BACKGROUND**

3.1   A Scrutiny Review of Safeguarding was proposed at the meeting of the Committee held on 4 June 2018 and a scoping document outlining the review and its intended outcomes was submitted for the consideration of Members (see background papers). Members of the Committee approved the review with a view to establishing a working group to take the review forward.

3.2   The reasons for a review to be carried out include but are not limited to:

- Recent changes to legislation and statutory guidance.

- The need for WMFS to address and implement a number of specific recommendations which have resulted from a multi-agency review following a Fire Safety Prohibition.

- Evidence suggesting instances where either safeguarding concerns have not been identified and/or policy and procedure has not been applied.

3.3   The purpose of the review is to ensure that:

- WMFS policy and procedures are compliant with legislation and statutory guidance, and address the learning from the Metro Court multi-agency review.

- The whole workforce has the necessary skills and knowledge to identify safeguarding concerns within the context of their role and apply the policy and procedures consistently and competently.

- The policy is owned by the most appropriate member of the Strategic Enabling Team so that safeguarding is seen as everyone's responsibility.

- Quality standards and monitoring processes are in place to ensure safeguarding concerns are identified and managed in accordance with WMFS policy.

3.4   The proposed approach to undertake the review includes:

- An external independent professional be appointed to work with the Scrutiny working group to conduct the review, analyse the information gathered and to write a report which includes their analysis and recommendations to achieve the intended outcomes (further details of the proposed role of the external independent professional is detailed with Appendix 1).

- An internal working group to be formed to support the Scrutiny working group. Membership of the internal working group will be comprised of key stakeholders from a variety of areas within the Service including Prevention, Protection, People Support Services, and Intelligence and Innovation.

- The internal working group will implement the recommendations of the review with peer support from the National Fire Chiefs Council National Safeguarding Group, West Midlands Metropolitan Emergency Services Safeguarding Adults Group, and local safeguarding children partners.

3.5   Further information on the review is contained within Appendix 1 which details:

- The purpose of the review
- Intended outcomes
- What informed the scope and intended outcomes
- Anticipated costs and benefits of the use of an external independent professional

- Timescales

3.6 It is anticipated that the review will take approximately three months from the time that the Scrutiny and internal working groups are secured. The initial findings of the review will be submitted to the Committee at the February 2019 meeting.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report, an initial Equality Impact Assessment is required and has been carried out. The initial Equality Impact Assessment did raise issues which will require a full Equality Impact Assessment to be carried out once the review has been completed and proposed changes have been agreed.

5. **LEGAL IMPLICATIONS**

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

The recommendations outlined in this report will assist the Service under its duties in the Care Act 2014.

6. **FINANCIAL IMPLICATIONS**

6.1 Utilising an external independent professional to support, guide and implement the review and its outcomes will give rise to a financial cost.

6.2 Estimated costs based on work across all Service areas:

- £600 to £800 per day
- Eight to ten days (dependent upon the format of the review and the number of personnel engaged)
- Approximate total: £4,800 (eight days at £600 per day) to £8,000 (ten days at £800 per day)

6.3 In the event that the Committee approve the appointment of an external independent professional to support the review, Officers will liaise with the Treasurer to facilitate the request of funding to meet the financial costs.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

BACKGROUND PAPERS

Scrutiny Review of Safeguarding (Scrutiny Committee 4 June 2018).

Scrutiny of Safeguarding – review scoping document (Scrutiny Committee 4 June 2018).

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

PHIL LOACH
CHIEF FIRE OFFICER

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WEST MIDLANDS FIRE SERVICE

Making the West Midlands Safer, Stronger and Healthier

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The purpose of the review

To ensure that:-

- WMFS policy and procedures (Standing Order 1712) is compliant with the legislation, statutory guidance and addresses the learning from the Metro Court multi-agency review

- The whole workforce has the necessary skills and knowledge to identify safeguarding concerns within the context of their role and apply the policy and processes consistently and competently

- The policy is owned by the most appropriate SET member so that safeguarding is seen as everyone's responsibility

- Quality standards and monitoring processes in place to ensure safeguarding concerns are identified and managed in accordance with WMFS Policy.

Intended outcomes

Policy
- complies with relevant legislation.
- is applied consistently internally in the provision of support for the workforce where relevant.
- is applied consistently externally through the delivery prevention, protection, response and other activities where the workforce has contact with the community.
- there are appropriate policies, procedures and guidance in place to support safeguarding and whether these are appropriately cross referenced

Training
- mandatory training and development needs by role are identified and implemented along with the refresh frequency requirements to maintain competency.

Recruitment, selection and induction processes
- consistently obtain references, obtain DBS checks where relevant for successful candidate and include the requirement to undertake the required role related training and to safeguard.

Determine and identify to extent to which the workforce:-
- has been trained and is competent in recognising safeguarding concerns
- understands the link between safeguarding and fire.

Governance, quality framework and monitoring
- arrangements are in place to provide assurance that policy and process is being followed.

WMFS Lead for Safeguarding
- Strategic Enabler - ownership of the policy

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What Informed the Scope and Intended outcomes?

- Recent changes to legislation and statutory guidance: -

   The Care Act 2014 and Working Together to Safeguard Children Statutory Guidance

- WMFS has been engaged in a multi-agency review resulting from a Fire Safety Prohibition of a building that housed children and families which made specific recommendations which WMFS need to address and implement.

- Some evidence to suggest that there are instances where either safeguarding concerns have not been identified and/or policy and procedure has not been applied.

- A self assessment for Solihull Safeguarding Adults Board to inform compliance against the Care Act 2014

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Recommendations for Undertaking the Review

That:-
- An external professional be appointed to work with nominated Scrutiny members to conduct the review, analyse the information gathered and write a report which includes their analysis and recommendations to achieve the intended outcomes

- They are supported by an internal working group with membership:-
  - PSS - Wendy Browning Sampson
  - Prevention – Pete Wilson
  - Representatives from:-
    - Response
    - Protection
    - Intelligence and Innovation (Policy assurance?)

That :
- The internal working group implements the recommendations with peer support from
  - NFCC National Safeguarding Group
  - West Midlands Metropolitan Emergency Services Safeguarding Adults Group
  - Local Safeguarding Children partners

Representatives from Scrutiny will need to be able to commit to 3 or 4 meeting sessions over the course of the review.

Role of Internal Safeguarding Working Group
- Ensure the representation of the Working reflects all Service areas
- Scope a details Terms of Reference
- Supporting the Professional and Scrutiny in providing the relevant evidenced based practices, skills, knowledge and limitations
- Provide the context of what the Service provides
- Work together to implement the recommendations and report back to Scrutiny

Administration and facilitation (Organise, structure and direct) the engagement between the Professional the Service

Role of the Safeguarding Professional Support
- Carryout appropriate lines of enquiry to establish how close we are to the intended outcomes (with or on behalf of Scrutiny)
- Analyse the information gathered
- Write a report
- Report to include analysis and recommendations to achieve the desired outcomes
- Advice and guide to Scrutiny Panel
- Evidence based practice
- Desired outcomes
- Key lines of enquiry
- Analysis of the whole geography (command areas/ support staff/ PPR and PSS)
- judgement of current position and recommendations for future practice, linked to outcomes
- Report

Timescales

The review will take 3 months from securing the stakeholder group.

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WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

5 SEPTEMBER 2018

1. **AN ANALYSIS OF PROGRESS OF QUARTERLY PERFORMANCE AGAINST 'THE PLAN' – QUARTER ONE 2018/2019**

   Report of the Chief Fire Officer.

   RECOMMENDED

1.1 THAT the Committee note the status of the Service's key performance indicators in the first quarter of 2018/2019 (Appendix 1).

1.2 THAT the Committee note the progress made in delivering the three strategic priorities contained in 'The Plan' 2018-2021 (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 2018-2021.

3. **BACKGROUND**

   The first Quarterly Performance Review meeting of 2018/2019 was held on 31 July 2018. This quarterly meeting, attended by the Chair of the Scrutiny Committee, members of the Strategic Enabling Team 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

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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   The performance indicators remain the same as per 2017/18 with the exception of those that relate to arson where there has been a change of terminology. These are PI 8, PI 9, PI 10, PI 11 and PI 12. The phrase 'Arson' has been changed to 'Deliberate'. Deliberate fires include those where the motive for the fire was 'thought to be' or 'suspected to be' deliberate. This includes fires to an individual's own property, others' property or property of an unknown owner. Despite deliberate fire records including arson, deliberate fires are not the same as arson. Arson is defined under the Criminal Damage Act of 1971 as 'an act of attempting to destroy or damage property, and/or in doing so, to endanger life'. This change of terminology aligns the Service to other Metropolitan Fire and Rescue Services, to the Police and other agencies.

4.3   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 2018/2019.

4.4   Service Delivery Performance Indicators

4.4.1   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 43 seconds in quarter one, a decrease of ten seconds compared to the previous quarter.

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- Average attendance times for Category 2, 3 and 4 Incident Types remain well within their respective targets:

  - Category 2 Incident Type: 5 minutes 26 seconds (a decrease of ten seconds) – the target is under 7 minutes.

  - Category 3 Incident Type: 4 minutes 58 seconds (a decrease of three seconds) – the target is under 10 minutes.

  - Category 4 Incident Type: 6 minutes 29 seconds (a decrease of nine seconds) – the target is under 20 minutes.

4.4.2 <u>Prevention:</u>

- There are two areas where over performance has been demonstrated against the tolerance levels (blue):

  - PI 6 The number of Safe and Well points achieved by the Brigade.

  - PI 11 The number of deliberate rubbish fires.

- 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 8 The number of deliberate fires in dwellings.

  - PI 9 The number of deliberate fires in non-domestic premises.

  - PI 10 The number of deliberate vehicle fires.

  - PI 12 The number of deliberate fires in derelict buildings.

- There is one area where under performance has been demonstrated against the tolerance levels (red):

  - PI 5 The percentage of Safe and Well visits referred by our partners.

- 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.

4.4.3 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.

4.5 People Support Services Performance Indicators

4.5.1 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 18 – The average number of working days/shifts lost due to sickness (all staff).

- PI 19 – The average number of working days/shifts lost due to sickness (uniformed and Fire Control staff).

4.5.2 There is one area where under performance has been demonstrated against the tolerance levels (red):

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

4.6 Safety, Health and Environment Performance Indicators

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

- PI 21 – The total number of injuries

- PI 22 – The total number of RIDDOR injuries.

4.6.2 The following performance indicators are all reported on an annual basis (in quarter four):

- PI 23 – To reduce the Fire Authority's carbon emissions

- PI 24 – To reduce the gas use of Fire Authority premises.

- PI 25 – To reduce the electricity use of Fire Authority premises.

5. **PERFORMANCE MANAGEMENT SYSTEM**

5.1 The InPhase performance management system has now been implemented and continues to be embedded across the organisation. It is envisaged that InPhase will continue to be further 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 Development of the 3PT infrastructure as a project itself has been completed. It is now being embedded across the Service to manage performance in a project environment as work streams are identified for implementation.

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 and Risk 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 2018/2019 budget setting process which established a total budget requirement of £95.477 million. As at the end of June 2018 actual expenditure was £27.484 million compared to a profiled budget of £27.506 million resulting in a £0.022 million underspend.

9.2 The delivery of services which contribute to the performance achievements comprise of 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 full year budget for smoke alarms and other supporting materials in 2018/2019 is £329,900. Actual expenditure as at the end of June 2018 was £78,200. Expenditure for the first quarter is in line with the profiled budget.

10. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

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BACKGROUND PAPERS

'The Plan 2018-21' Strategic Objectives.

Corporate Action Plan updates.

Corporate Risk Position Statement Quarter 1 2018/19 (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 One 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**

The median attendance time to high-risk (Cat 1) incidents in quarter one was 4 minutes 43 seconds, a decrease of ten seconds compared to the previous quarter and a three second decrease compared to the same quarter in 2017/18.

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

- Category 2: 5 minutes 26 seconds (target is under 7 minutes)
- Category 3: 4 minutes 58 seconds (target is under 10 minutes)
- Category 4: 6 minutes 29 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: 393 (303 – 472) Actual to date: 452 **Performance is within the tolerance levels**

There were 452 accidental dwelling fires in quarter one, 59 (14.4%) above target, although within the tolerance levels. May and June 2018 both experienced increases in incidents compared to previous months. June experienced the highest number of incidents (164) which is the highest number since December 2016 (167).

PI 3		**Injuries from accidental fires in dwellings (taken to hospital for treatment)** Forecast YTD: 16 (6 – 25) Actual to date: 7 **Performance is within the tolerance levels**

There were seven injuries as a result of accidental dwelling fires in quarter one, nine below target and within the tolerance levels.

Four injuries occurred within the Birmingham South, two in Birmingham North, and two in Black Country North. Half of the incidents started in the kitchen and only one incident was started due to smoking materials. The remaining incidents were caused by heating equipment or candles.

There were no multiple injuries recorded during quarter one.

PI 4		**The number of deaths from accidental dwelling fires** Forecast YTD: N/A Actual to date: 2

There were two fatalities due to Accidental Dwelling Fires during quarter one.

Both fatalities occurred in May, one in Black Country South, and one in Birmingham South. Both individuals were over 65 years old. Smoking materials and a cooking appliance were the sources of ignition at the two incidents.

PI 5		**The percentage of Safe and Well visits referred by our partners** Forecast YTD: 55% (55% - 57.5%) Actual to date: 54.6% **Performance is below the tolerance levels**

The percentage of Safe and Well visits referred by our partners during quarter one was 54.6%, marginally below the new target of 55% (previously 50% during 2017/18). The percentage during quarter one equalled the highest quarter during the previous year (quarter three).

PI 6		**The number of Safe & Well points achieved by the Brigade** Forecast YTD: 75,000 Actual to date: 85,795 **Over performance against the tolerance levels**

85,795 Safe & Well points were achieved during quarter one, over ten thousand points above the target.

10,045 Safe & Well visits were carried out during the quarter. 3559 visits were carried out in June, the highest monthly total in at least the last five years.

The average number of points per visit remains consistent at 8.51.

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

	Apr	May	Jun
Total S&W visits:	3029	3457	3559
Total S&W per appliance per day:	1.74	1.92	2.07
Total S&W points*:	26025	29446	30322

*Please note that the figures quoted in the table may not tally 100% with the quarterly figure due to delays in the data systems.

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

Delays continue in the provision of figures for this performance indicator. At the time of writing, the figures for quarter one are not yet known and figures for March 2018 (quarter four) remain outstanding.

There were 70 people killed or seriously injured in road traffic collisions during January 2018 and 61 during February. Although the figures for quarter four 2017/18 do not yet include data for March 2018, examining the most recent available data indicates that there has been a significant reduction in the number of people killed or seriously injured during January and February compared to quarter three. There would need to be over 166 such incidents during March 2018 for the figures to be above those for the previous quarter.

There were seven fatalities during January and February; these figures are not final and can still increase.

PI 8		**The number of deliberate fires in dwellings** Forecast YTD: 48 (31 – 64) Actual to date: 61 **Performance is within the tolerance levels**

The number of deliberate fires in dwellings were 29.6% above target but within the tolerance levels.

Quarter one experienced the highest number of incidents in a quarter since quarter two 2014/15 (65).

There were 31 incidents during May, the highest number in a month since August 2013 (36). Over half the fires occurred within the Black Country North command area, in particular the East Park ward where there were 11 incidents recorded. All other command areas were within their respective tolerance levels.

PI 9		**The number of deliberate fires in non-domestic premises** Forecast YTD: 47 (31 – 63) Actual to date: 34 **Performance is within the tolerance levels**

The number of deliberate fires in non-domestic premises were within the tolerance levels for the first since quarter four 2016/17, with 13 incidents below the target. All command areas were within the tolerance levels.

PI 10		**The number of deliberate vehicle fires** Forecast YTD: 210 (135 – 282) Actual to date: 196 **Performance is within the tolerance levels**

There were 196 incidents during quarter one (14 below target). The number of incidents has increased slightly compared to the previous quarter but were lower than the same period last year. All command areas were within the tolerance levels.

PI 11		**The number of deliberate rubbish fires** Forecast YTD: 590 (455 – 707) Actual to date: 416 **Over performance against the tolerance levels**

At 416 incidents, the number of deliberate rubbish fires increased during quarter one following the decrease in incidents observed during quarter four. There were 175 incidents in June, the highest number in a month for seven months. It is considered that the hot / dry weather would be contributing factor.

45.8% of incidents involved 'loose refuse / rubbish' and 46.7% of incidents occurred between 1900 hours and midnight.

All command areas were below their respective tolerance levels.

PI 12		**The number of deliberate fires in derelict buildings** Forecast YTD: 45 (30 – 61) Actual to date: 43 **Performance is within the tolerance levels**

The number of deliberate fires in derelict buildings were two incidents below target and within the tolerance levels. Figures have remained within the tolerance levels since quarter one 2016/17.

All command areas were above their respective tolerance levels with the exception of Black Country South which were below target.

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		**The number of accidental fires in non-domestic premises** Forecast YTD: 104 (67 – 140) Actual to date: 124 **Performance is within the tolerance levels**

There were 124 accidental fires in non-domestic premises during quarter one, 16% above target although remaining within the tolerance levels. All command areas were within their respective tolerance levels.

PI 14		**The number of false alarm calls due to fire alarm equipment in dwellings and non-domestic premises** Forecast YTD: 1312 (1011 – 1574) Actual to date: 1422 **Performance is within the tolerance levels**

There were 1422 false alarm calls due to fire alarm equipment in dwellings and non-domestic premises during quarter one, above target but within the tolerance levels.

All command areas were within the respective tolerance levels.

30.7% of incidents occurred within the Birmingham North command area. During June 2018, non-domestic premises accounted for 29.4% of incidents involving false alarm equipment, the highest proportion since quarter four 2015/16 (29.9%).

People Support Services

PI 15		**The percentage of employees that have disclosed their disabled status** Target: 100% (90% - 100%) Actual to date: 92.6% **Performance is within the tolerance levels**

The percentage of employees disclosing their disability status has remained relatively constant with a slight rise compared to previous periods, to 92.6%.

PI 16		**The number of female uniformed staff** Target: 98 (90 – 108) Actual to date: 96 **Performance is within the tolerance levels**

The number of female uniformed staff has increased to 96. Seven female recruits have been employed during quarter one, equalling 32% of recruits. The Service has set a target of 40% of all recruits to be female throughout the year. Although the current figures are slightly below this target, the Service is confident that the target will be met. For example, there are currently 16 women in the final stages of selection who will commence employment during either August or October; which will equate to 50% of the total number required.

40% of uniformed posts are crew commander or above. 27% of female staff in uniformed positions hold the role of crew commander or above. This represents a slight decrease compared to the previous quarter but remains a significant improvement on the figure of 14% reported in 2012. When considering non-uniformed staff, 58% of posts are above a grade eight; 44% of female non-uniformed staff are in a post above a grade eight.

PI 17		**The percentage of all staff from BME communities** Target: 10.9% (9.8% – 12.0%) Actual to date: 10.8% **Performance is within the tolerance levels**

The percentage of all staff from black and ethnic minority (BME) communities has remained relatively constant over time with a slight increase to 10.8% in quarter one (10.6% in quarter four).

Staff from BME communities account for 9.4% of uniformed posts, 17% of non-uniformed posts, and 1.5% of Fire Control posts.

When considering the ethnicity profile of crew commanders and above, 27% of BME uniformed staff hold a management position. When considering non-uniformed staff, 58% of posts are above a grade eight; 51% of BME non-uniformed staff are in a post above a grade eight.

PI 17a		**The percentage of uniformed staff from BME communities** Target: 9.5% (8.5% – 10.5%) Actual to date: 9.4% **Performance is within the tolerance levels**

9.4% of uniformed staff are from Black and Minority Ethnic (BME) communities (just below target).

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

Of the new firefighters recruited during quarter one, six (27%) were from BME backgrounds. The overall target of 35% has been set for the year and although the quarter one figure is slightly below this, the Service is confident that the target will be met. There are currently five applicants form BME backgrounds who are ready for the next training course which will commence in August 2018.

Positive action activity continues and there are currently 18 applicants from BME communities who are receiving support through the pre-recruitment programme in preparation for their attendance at the assessment day scheduled in August.

PI 18		**The average number of working days/shifts lost due to sickness – all staff** Target: 1.32 (1.05 – 1.58) Actual to date: 1.56 **Performance is within the tolerance levels**

An average of 1.56 working days/shifts per person were lost due to sickness during quarter one, above target but within the tolerance levels. The figure represents a 12.9% 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: 1.38 (1.10 – 1.65) Actual to date: 1.57 **Performance is within the tolerance levels**

An average of 1.57 working days/shifts per person were lost due to sickness during quarter one. This was above the target although within the tolerance levels. The figure represents a 12.9% increase compared to the same period in 2017/18. Whilst this shows a high percentage change, the amount of sickness during quarter one was lower than in most of the last three quarters of 2017/18.

41% of Uniformed sickness episodes have no absence reason recorded.

41% of Uniformed back to work interviews have not been recorded on HRMS.

The top 5 causes of sickness are:

- Mental health
- Joint problems
- Gastrointestinal
- Respiratory – Cold and Flu
- Musculoskeletal – lower limb

301 days were lost through restricted duties during the quarter, compared to 357 days during the same quarter last year.

PI 20		**The average number of working days/shifts lost due to sickness – non-uniformed staff** Target: 1.12 (0.89 – 1.34) Actual: 1.53 **Under performance against the tolerance levels**

An average of 1.53 working days/shifts per person were lost due to sickness during quarter one. This was above the target and the upper tolerance level. The figure represents a 35.4% increase compared to the same period in 2017/18.

31% of non-uniformed sickness episodes have no absence reason recorded.

51% of non-uniformed back to work interviews have not been recorded on HRMS.

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

Four members of staff were on restricted duties (same as per quarters three and four 2017/18).

Safety, Health and Environment

PI 21		**The total number of injuries** Forecast YTD: 32 (29 – 35) Actual to date: 37 **Under performance against the tolerance levels**

There were 37 injuries during quarter one. 13 (35%) were incident related and 24 (65%) were not incident related, including training. Slips, trips and falls (eight), and struck by (eight), were the main causes of injury.

67 near hits were reported during the quarter. 19 were related to issues regarding satellite navigation devices on appliances (it is planned to replace these following a successful trial of new equipment). Four reports related to communication issues with breathing apparatus; research is being carried out to identify appropriate preventative measures.

There were 45 violence near hit reports during the quarter, 35 of which involved verbal abuse and 6 reports related to the throwing of missiles. 41 reports were incident related and 4 were non-incident related, including fire safety activities.

PI 22	HSE	**The total number of RIDDOR injuries** Forecast YTD: 3.75 (3.6 – 3.9) Actual to date: 4.0 **Under performance against the tolerance levels**

There were four RIDDOR reports during quarter one. The four incidents were spread across one at an incident, one during a school visit, one experienced by a member of support staff whilst undertaking their duties, and one occurring during training.

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	CO₂	**To reduce the Fire Authority's carbon emissions** Forecast YTD: N/A Actual to date: N/A

Performance indicator is reported annually.

PI 24		**To reduce gas use of Fire Authority premises** Forecast YTD: N/A Actual to date: N/A

Performance indicator is reported annually.

PI 25		**To reduce electricity use of Fire Authority premises** Forecast YTD: N/A Actual to date: N/A

Performance indicator is reported annually.

WEST MIDLANDS FIRE AND RESCUE AUTHORITY
SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Date of Meeting	Item	Responsible Officer	Completed
2018			
05 September 2018	Analysis of Progress of Corporate Performance against The Plan for Quarter 1 2018/2019	Director of Service Delivery	
	Review of Safeguarding	Director of Service Delivery	
	Consideration of Work Programme	Chair Of Scrutiny Committee	
10 October 2018	Dispute Resolution Monitoring	Strategic Enabler People Support Services	
	Operational Assessment Improvement Register	Strategic Enabler Strategic Hub	
14 November 2018	Analysis of Progress of Corporate Performance against The Plan for Quarter 2 2018/2019	Director of Service Delivery	
	Diversity, Inclusion, Cohesion & Equality	Strategic Enabler	

Date of Meeting	Item	Responsible Officer	Completed
	Update	People Support Services	
	Review of Positive Action and Firefighter Recruitment	Strategic Enabler People Support Services	
2019			
Date of Meeting	**Item**	**Responsible Officer**	**Completed**
27 February 2019	Analysis of Progress of Corporate Performance against The Plan for Quarter 3 2018/2019	Director of Service Delivery	
	Review of Safeguarding	Working Group / Director of Service Delivery	
27 March 2019	Dispute Resolution Monitoring Report	Strategic Enabler People Support Services	
	Operational Assessment Improvement Register	Strategic Enabler Strategic Hub	
	Consideration of the Annual Report of the Scrutiny Committee	Chair of Scrutiny Committee	

September 2018

05 June 2019	Analysis of Progress of Corporate Performance against The Plan for Quarter 4 2018/2019	Director of Service Delivery	
	Diversity, Inclusion, Cohesion & Equality Update	Strategic Enabler People Support Services	
	Annual Report of the Scrutiny Committee	Chair of Scrutiny Committee	

To report as appropriate:

- Review of positive action and firefighter recruitment
- Review of safeguarding

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

September 2018