

## APPENDIX 1

### Performance Indicator Performance – Quarter Two 2015/16


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.






PI 1		<b>The Risk Based Attendance Standard</b> Target: under 5 minutes Actual: 4 minutes 42 seconds <b>Over performance against the tolerance levels</b>
		The median attendance time to high-risk (Cat 1) incidents in Q2 is 4 minutes 42 seconds, an improvement of 1 second compared to Q1. This is the best performance for more than 4 years. Attendance times for Category 2, 3 & 4 incidents remain well within target, with all 3 categories witnessing slight reductions in time.




## 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.

<b>PI 2</b>		<b>The number of accidental dwelling fires</b> Forecast YTD: 807 - 858 Actual to date: 817 <b>Performance is within the tolerance levels</b>
There have been 817 accidental dwelling fires so far this year, which is on target and 9 lower than this time last year. There were 124 incidents in September, which is the lowest monthly figure in 2015/16 so far. Some wards still have much higher than average numbers of accidental dwelling fires; particularly Aston, Bordesley Green, Edgbaston, Ladywood and Weoley. More than half of the incidents (510) started in the kitchen.		
<b>PI 3</b>		<b>Injuries from accidental fires in dwellings (taken to hospital for treatment)</b> Forecast YTD: 21 - 29 Actual to date: 28 <b>Performance is within the tolerance levels</b>
The number of injuries so far this year is 28, which is just within the target tolerance area. One more injury would have moved this PI above the upper tolerance level and it would be rated as red. Half of those injured in accidental dwelling fires were aged 65 or over.		
<b>PI 4</b>		<b>The number of deaths from accidental dwelling fires</b> Forecast YTD: N/A Actual to date: 5
Two fatalities: 1 in August in Coventry, and 1 in September in Birmingham. Both fatalities were in social rented purpose-built flats. Both incidents were in bedrooms and were smoking related. Attendance met the 5 minute attendance standard at both incidents: less than 3 minutes in Coventry, and under 5 minutes in Birmingham.		

<b>PI 5</b>		<b>The percentage of Home Safety Checks referred by our partners</b> Forecast YTD: 40% Actual to date: 27.8% <b>Under performance against the tolerance levels</b>
<p>Analysis has shown that the highest risk HSCs are predominantly the result of referrals from partner agencies. Target of 40% has not been reached and the Q2 percentage has fallen slightly compared to the previous year. Commands are continuing to place an emphasis on developing and maintaining effective partnership referral pathways. 5 (out of 8) districts continue to achieve 25% plus HSC referrals. Walsall was the only district to achieve the 40% target in Q2.</p>		
<b>PI 6</b>		<b>The number of Home Safety Check points achieved by the Brigade</b> Forecast YTD: 67500 Actual to date: 70650 <b>Over performance against the tolerance levels</b>
<p>The target has been reached for PI 6. The points achieved year to date this year is considerably higher than at the same point last year (60,286). The number of HSCs completed during quarter 2 is 8,267. This is a higher number than Q1 (7,490) and than any quarter last year.</p>		
<b>PI 7</b>		<b>The number of people killed or seriously injured in road traffic collisions</b> Forecast YTD: 889 Actual to date: 179
<p>The figures are as accurate as the data allows.</p>		
<b>PI 8</b>		<b>The number of arson fires in dwellings</b> Forecast YTD: 102 - 140 Actual to date: 94 <b>Over performance against the tolerance levels</b>
<p>At 94 incidents, the number of arson dwelling fires remains below the target tolerance zone. It is well below the number from this time last year, which was 118. There were nearly twice as many in July than other months, but overall the number of incidents has stabilised during August and September. Approximately half of all incidents were in Birmingham. Dudley, with 17 incidents, has experienced significantly more incidents than Wolverhampton so far this year, where there have only been 3. 56 of the fires (60%) were in flats.</p>		
<b>PI 9</b>		<b>The number of arson fires in non-domestic premises</b> Forecast YTD: 83 - 97 Actual to date: 74 <b>Over performance against the tolerance levels</b>
<p>The number of arson fires in non-domestic properties has increased from 27 in quarter 1 to 74 in quarter 2. However, this PI remains 20 incidents lower than this time last year and below the target tolerance zone.</p>		



<b>PI 10</b>		<b>The number of arson vehicle fires</b> Forecast YTD: 295 - 345 Actual to date: 349 <b>Under performance against the tolerance levels</b>
<p>The number of arson vehicle fires is 4 above the target tolerance zone and is 9 higher than this time last year. However, the direction of travel is positive and it is predicted that this PI will be green and within the tolerance levels by the end of the year. Kings Norton and Northfield are the two wards with the highest number of incidents this year.</p>		
<b>PI 11</b>		<b>The number of arson rubbish fires</b> Forecast YTD: 1340 - 1438 Actual to date: 1269 <b>Over performance against the tolerance levels</b>
<p>The number of arson rubbish fires are well below the target tolerance zone and this PI is now blue (it was green in quarter 1). At 1269 incidents, this is approximately 200 fewer than the same period last year.</p>		
<b>PI 12</b>		<b>The number of arson fires in derelict buildings</b> Forecast YTD: 79 - 93 Actual to date: 90 <b>Performance is within the tolerance levels</b>
<p>There have been 90 arson fires in derelict buildings which is a very similar number of incidents to this time last year. September witnessed just 6 incidents, which is particularly low compared to other months, which average approximately 18 incidents. Although these types of fires are relatively rare, when they do occur, the area damaged is typically quite large (more than 3 square metres of fire damage in over half of the incidents).</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.



<b>PI 13</b>		<b>The number of accidental fires in non-domestic premises</b> Forecast YTD: 239 - 252 Actual to date: 240 <b>Performance is within the tolerance levels</b>
<p>There have been 240 accidental fires in non-domestic properties in the first 2 quarters, which is comfortably within the target tolerance zone and therefore green (1 incident less and it would be blue).</p> <p>Ladywood and Nechells have high numbers compared to other wards, but also comprise higher numbers of non-domestic properties than more suburban, residential areas.</p> <p>80 of the fires (a third) started as a result of electrical wiring issues. This is very different to domestic fires, which predominantly start as a result of cooking materials in the kitchen.</p>		
<b>PI 14</b>	 <b>Fire alarm</b>	<b>The number of false alarm calls due to fire alarm equipment</b> Forecast YTD: 3050 - 3277 Actual to date: 2973 <b>Over performance against the tolerance levels</b>
<p>This PI is well under target and performance remains over the upper tolerance level. The number of incidents is approximately 400 lower than for the same period as last year.</p>		




## People Support Services

<b>PI 15</b>		<p><b>The percentage of employees that have disclosed their disabled status</b>  Target: 100%  Actual to date: 85%  <b>Under performance against the tolerance levels</b></p>
<p>The percentage of staff who have disclosed their disability status has increased by 9% over the last 6 months to 85% (with an increase from 81.7% last quarter).</p>		
<b>PI 16</b>		<p><b>The number of female uniformed staff</b>  Target: 79 (75 – 83)  Actual to date: 79  <b>Performance is within the tolerance levels</b></p>
<p>There will be little movement on this performance indicator due to the recruitment freeze. Progression and retention continues to be a focus through our positive action strategy. Members of People Support Services and the Diversity, Inclusion, Cohesion, Equality team continue to work together to evaluate the Service's approach and embed the ethos of positive action across the organisation.</p> <p>In providing a positive platform for role modelling and progression throughout the organisation, we have 12 females in supervisory roles against the total of 79 which is 15% of all uniformed women.</p>		
<b>PI 17</b>		<p><b>The percentage of all staff from ethnic minority communities</b>  Target: 14.0 (13.30 – 14.70)  Actual to date: 14.0  <b>Performance is within the tolerance levels</b></p>
<p>The percentage of staff from BME communities has increased slightly from 13.6% to 14%. The number of BME Uniformed and Fire Control staff has remained the same; the number of Non-Uniformed BME staff has increased by 3.</p> <p>In providing a positive platform for role modelling and progression throughout the organisation we have 53 BME in supervisory roles against the total of 192 which is 28% of all BME.</p>		
<b>PI 18</b>		<p><b>The average number of working days/shifts lost due to sickness – uniformed employees</b>  Target: 2.47 (2.35 – 2.59)  Actual to date: 3.16  <b>Under performance against the tolerance levels</b></p>
<p>Uniformed sickness was 22% higher in Apr-Sep'15, than in Apr-Sep'14.</p> <p>82 specific reasons for sickness were recorded in the last 6 months. The top three causes of sickness were:</p> <ul style="list-style-type: none"> <li>• Mental health, anxiety and depression</li> <li>• Musculoskeletal: Back</li> <li>• Joint problems</li> </ul> <p>A quarter of sick days have no reason for sickness recorded on HRMS. This is being addressed by the Business Partners when they visit sections and stations.</p> <p>'Unknown' has been stated as the reason for 4 periods of sickness; this is due to mis-recording by the line manager and is being addressed.</p>		

<b>PI 19</b>		<b>The average number of working days/shifts lost due to sickness – non-uniformed and Fire Control staff</b> Target: 3.195 (3.14 – 3.25) Actual to date: 3.59 <b>Over performance against the tolerance levels</b>
Non-Uniformed and Fire Control sickness was 13% lower in Apr-Sep'15, than in Apr-Sep'14. There has been a noticeable improvement in Fire Control sickness, with only 15 days being lost to sickness in Fire Control in September. 62 specific reasons for the sickness were recorded in the last 6 months. The top three causes of sickness were: <ul style="list-style-type: none"> <li>• Joint problems</li> <li>• Mental health, anxiety and depression</li> <li>• Musculoskeletal: Back</li> </ul> 10% of sick days have no reason for sickness recorded on HRMS. This is being addressed by the Business Partners when they visit sections. One sickness episode had the reason for sickness as 'unknown'; this was due to mis-recording by the line manager and is being addressed.		
<b>PI 20</b>		<b>The average number of working days/shifts lost due to sickness – all staff</b> Target: 2.70 (2.57 – 2.84) Actual: 3.16 <b>Under performance against the tolerance levels</b>
As per PI 18 & 19 – all staff sickness was 11% higher in Apr-Sep 2015 than in Apr-Sep 2014.		

### Safety, Health and Environment

<b>PI 21</b>		<b>The total number of injuries</b> Forecast YTD: 70 – 78 Actual to date: 65 <b>Over performance against the tolerance levels</b>
Quarter 2 saw an improved performance and injuries are currently below the lower tolerance level. The Safety, Health & Environment (SHE) team continue to raise awareness around slips, trips and falls and these types of injury have shown a reduction in quarters 1 and 2 (18-14). Manual handling injuries are showing an increase in quarters 1 and 2 (7-11) and the SHE Team are exploring a revised training strategy to support the ecademy package. 69% of injuries occur in a controlled environment (away from incidents) and awareness of this is being raised. The age profile of injuries is being considered and this is in line with the service profile to date (43 out of 58 employee injuries occurring between the ages of 31 and 50).		
<b>PI 22</b>		<b>The total number of RIDDOR injuries</b> Forecast YTD: 10 - 11 Actual to date: 13 <b>Under performance against the tolerance levels</b>
There has been an increase in injuries that are reportable to the Health & Safety Executive (HSE) during quarters 1 and 2 although the gap between this year and last year narrowed considerably during quarter 2. None of the reports have been followed up by HSE to date.		

Slips trips and falls (4 of 13 RIDDOR injuries) and manual handling (5 of 13 RIDDOR injuries) continue to be the main cause of injury and the focus of raising awareness for injury prevention. There have been a number of unusual RIDDOR reports this year which may have influenced the increase (2 handling injuries with BA cylinders, muscle injury whilst swimming, fracture of finger in a pole drop door and a finger fracture putting away a bouncy castle following a community event).		
<b>PI 23</b>		To reduce the Fire Authority's carbon emissions Forecast YTD: Actual to date:
This indicator is reported on annually.		
<b>PI 24</b>		<b>To reduce gas use of Fire Authority premises</b> Forecast YTD: 3929 – 4342MWh Actual to date: 3637MWh <b>Over performance against the tolerance levels</b>
The largest savings of these were Perry Barr (56% reduction against target), Erdington (33%) and Solihull (34%) This general reduction of use against targets is probably due to warmer weather late in the year. Stations have been running heating in 'Summer Mode'. The poorest performers have been Ladywood, Highgate and Canley. This trend appears to be consistent against these sites, so may be due to old/existing inefficient plant. Canley's usage may be due to increase of use as part of the Distributed Training Model.		
<b>PI 25</b>		<b>To reduce electricity use of Fire Authority premises</b> Forecast YTD: 2514 - 2779MWh Actual to date: 2614MWh <b>Performance is within the tolerance levels</b>
Overall performance against target is positive with some good reductions in electricity use, notably at Highgate, Binley and West Bromwich. There are several sites not meeting their target such as Perry Barr, Bournbrook, Solihull, Tipton, Oldbury and Bickenhill. Oldbury may be partially explained by the increased use of the site as a training hub, as part of the Distributed Training Model.		