

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

8 APRIL 2019

1. CORPORATE PERFORMANCE INDICATORS 2019/20

Report of the Chief Fire Officer

RECOMMENDED

THAT Authority members approve the Corporate Performance Indicators (PIs) and targets for 2019/20 as set out in Appendix 1.

2. PURPOSE OF REPORT

This report is submitted to seek approval for the corporate PIs and targets for 2019/20 and to provide information to Authority members about the rationale that formulates the revised targets.

3. BACKGROUND

- 3.1 In accordance with its planning framework, the Service has reviewed its rolling three-year corporate strategy – The Plan 2019 – 2022. As part of this approach at the meeting on the 18 February 2019 the Authority approved the revised outcomes. These are set out in The Plan and are enablers to achieving our vision of “Making West Midlands Safer, Stronger and Healthier”.
- 3.2 Following approval of the outcomes set out in The Plan, the ACFO Service Delivery, as the lead officer for scrutiny matters, has worked with stakeholders to:-
 - Consider past performance results.
 - Review the internal strategies and approaches and external influencers that will shape the 2019/20 performance and drive the target setting.
 - Identify the appropriate PIs for 2019/20.

- 3.3 In accordance with the Service's commitment to enabling governance through effective engagement and transparency and in line with the constitution, officers presented the draft performance indicators to Authority members at the Policy Planning Forum (PPF) on the 25 March 2019 and subsequently with the Scrutiny Committee Chair on 27 March 2019 to consider any comments and feedback from PPF. At this meeting the Scrutiny Committee Chair recommended that the proposed corporate PIs and targets for 2019/20 be submitted to the Authority for approval.

Setting PI targets 2019/20

- 3.4 Graduated Tolerances were introduced in 2017/18, this assists when the numbers are small at the beginning of the year. A bigger tolerance is allowed in Quarter 1 which decreases when we get to Quarter 4. This is to aid the interpretation of performance indicators that could mislead by being red when the numbers are only marginally above the target.
- 3.5 The performance indicator numbers for 2019/20 remain the same as 2018-19.
- 3.6 The targets that have been set for 2019/20 have considered the commitment to improving services and outcomes to the community. All the targets have been set either below or at the three-year average performance outturn.
- 3.7 PI5 – Safe and Well Referred by Partners target will be 40%. This represents a 15% reduction on the 2018/19 target because of a Quality Assurance exercise undertaken throughout the year which has highlighted a number of recording issues and promoted a more qualitative approach to both developing and recording referral pathways and partnerships for Safe and Well visits.
- 3.8 PI 6 - The Safe and Well Points target will be 259,680. This is a reduction of 13% or 40,320 on the number of Safe and Well visits against the 2018/19 target. The revised target is based on reduced resource availability through the flexible staffing strategy approved at Fire Authority on 18 February 2019.
- 3.9 PI 9 – The number of deliberate fires in non-domestic premises is reported as the lowest number since records began in 1998/99. The decrease in the number of incidents at HM Birmingham Prison has played a major part in this

reduction. The 2019/20 target of 162 incidents is a reduction of 5%.

- 3.10 PI 10 – The number of deliberate vehicle fires has been steadily rising since 2012/13, despite all the interventions and activities that we have been delivering. However, a decline began during 2017/18 which continued into 2018/19. This decline is due to vehicles being impounded more efficiently. Subsequently the target for 2019/20 has been reduced by 8% on the three-year average. A systems approach to driving down the deliberate vehicle fires will be used, incorporating more collaboration with West Midlands Police and the West Midlands Combined Authority.
- 3.11 PI 11 – The number of deliberate rubbish fires has seen a steady decline since 2007/8 when the total for that year was 5,647. The proposed target for 2019/20 is 1,664, a 7% reduction on the three-year average; this is due to operational personnel working proactively with Local Authorities and creating rubbish referrals.
- 3.12 PI 12 – The target for the number of deliberate fires in derelict buildings has been reduced by 31%, a total of 100 for the year 2019/20. This is due to the excellent working arrangements that operational personnel have with Local Authorities in obtaining the boarding up of derelict properties in a timely manner.
- 3.13 PI 16 - The target for the number of female uniformed staff for 2019/20 has been set at 162 members of staff. The aim is for 50% of new entrant recruitment to be female, the actual number being dependent upon the success of that percentage target. The positive action strategy for attraction and selection supports this ambition.
- 3.14 PI 17a – The percentage of uniformed staff from BAME communities was a new indicator in 2017/18. The target for 2019/20 is 11.1%, which equates to 35% of new entrant recruitment. The links to actual numbers of people recruited and the positive action strategy is as mentioned in 3.13.
- 3.15 PI 24 and 25 – To reduce gas and electricity use at Fire Authority premises respectively. There are target reductions of 2% for gas and 1% for electricity, to be achieved through upgrades of boilers, replacement windows and doors, re-roofing and rewires on selected sites. This fulfils

improvements to energy efficiency derived from programmed facility management. These PI's will continue to be reported upon annually and not quarterly which commenced during 2018/19.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The matters contained in this report do not relate to a policy change.

5. **LEGAL IMPLICATIONS**

There are no direct legal implications arising from this report.

6. **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report. It should be noted that the Authority's approved 2019/20 budget is aligned to and will support the delivery of The Plan.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

The contact name for this report is Assistant Chief Fire Officer Gary Taylor who can be contacted on 0121 380 6914.

BACKGROUND PAPERS

Fire Authority Agenda Item 10, 18 February 2019,
The Plan 2019/22.

CHIEF FIRE OFFICER
PHIL LOACH