

Appendix 1

Performance Indicator Performance – Quarter Three 2014/15

| Key: | |
|-------|----------------------------------------------------------|
| Green | Performance is meeting the targets |
| Amber | Performance has improved but has not met the targets |
| Red | Performance has deteriorated and has not met the targets |

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.



The number of Accidental Dwelling Fires (ADF) in the first 3 quarters of 2014/15 is 1.4% lower than in the same period in 2013/14 but is 0.7% over target for this financial year. It is expected by the end of the financial year, ADF's will be very close to the target (expected percentage is 0.2% below target).



5 more injuries in the first 3 quarters of 2014/15 compared with the same period in 2013/14 and this PI is currently 2.2% over target (only 1 incident).



10 deaths in ADFs in the first 3 quarters of 2014/15, the same as this period in 2013/14.



The set target of 130,000 overall points has not been met (the Quarter 3 YTD figure is 95% of the target for the first 3 quarters). The number of HSC points achieved in Qtr 3 (31,521) was less than Qtr 2 (34,538) but greater than Qtr 1 (25,746).

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Average Home Safety Check score = 4.57 Qtr 3 YTD.

Direction of travel is upward, albeit gradual. % of Home Safety Checks referred from partner agencies has decreased slightly but the quality of referrals continues to improve.



There has been a decrease of 19.5% in the first 3 quarters of 2014/15 when compared to 2013/14. Only 56% of dwellings had a working smoke alarm and 49% of incidents were in purpose built flats / maisonettes.



There has been exactly the same number of incidents in the first 3 quarters of 2014/15 as last year. There has been a decrease in the number of incidents in health properties and retail properties but there has been an increase in education properties.



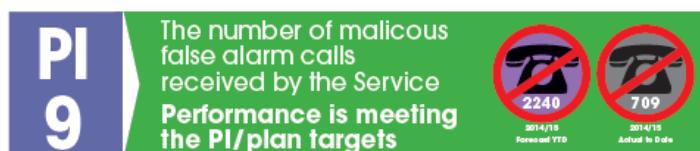
This PI is on target and is now 3.2% below the 2013/14 figure. It is expected that this PI will be 3% below target at the end of the financial year.



This PI is on target with a decrease in the number of arson rubbish fires of 19.5% compared with the same period for 2013/14. This PI is currently 25% below target and expected to remain so for the remaining year.



The number of fires in derelict buildings is down and on target (22.2% below target in Qtr 3). This PI is well within target for YTD figures and expected to remain so.



From the beginning of 2014/15, the number of FAM calls received has reduced drastically although the number that are attended has remained the same.



7 people killed or injured in Qtr 3 (60 actual to date). The number of incidents continues on a downward trend when compared to figures provided for the previous 2 years.

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.



The number of incidents are still 14% under target but this is a reduction compared to the end of last quarter when the PI was 19.5% below the target.



This PI is on target although it is now just 9 incidents (0.4%) under target. The trend over the last 3 years is expected to continue with the year-end incidents forecast to be 5.2% under target.



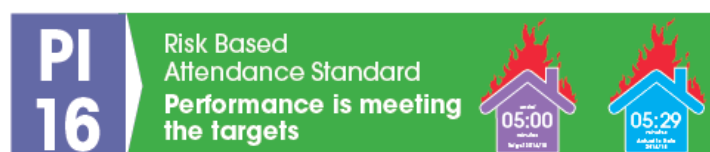
This PI is not meeting targets (16.3% off track) and incidents are 10.3 higher than at the same time last year. It is expected that this PI will 23.6% over target at the end of the year.

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.



These incidents present the most risk to the community and to firefighters. They include life and property risk fires or life-risk special service calls. The average has increased slightly since Qtr 2 this year (by 4 seconds).

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People Support Services and Safety, Health and Environment



33 uniformed staff have declared a disability. The percentage of uniformed staff who have declared their disability status remains 75%, the same as Qtr 2.



29 non-uniformed staff and none of the Fire Control staff have declared a disability. 82% of non-uniformed and Fire Control staff have declared their disability status.



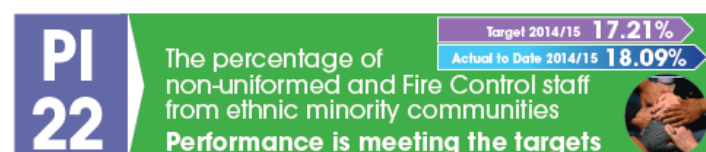
As per PI 17 and PI 18. Performance has deteriorated and has not met PI/plan targets



80 female uniformed staff (1 female member of staff is about to leave the Service so the target will not be met). There will be no improvement on this target until the outcome of the recruitment campaign which commenced in December 2014.



195 uniformed staff are from BME communities. 3 more BME staff have left the Service than were predicted to leave. There will be no improvement on this target until the outcome of the recruitment campaign which commenced in December 2014.

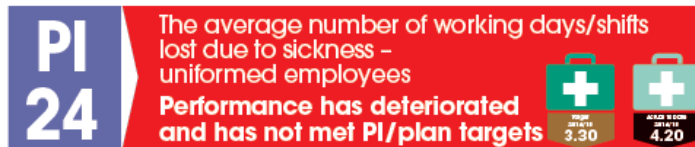


90 non-uniformed and 3 Fire Control staff are from BME communities. This PI is meeting the target.

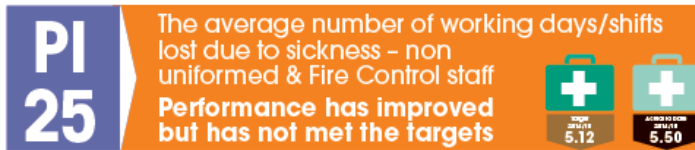


As per PI 21 and PI 22. Performance has deteriorated and has not met PI/plan targets.

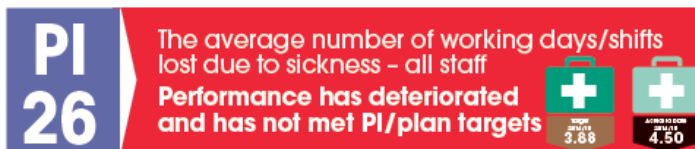
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Uniformed sickness was 5% higher in the 3 quarters than the same period in 2013/14.



The target is to achieve the same rate as uniformed staff within 3 years. Sickness was 8% lower in the first three quarters than the same period in 2013/14.



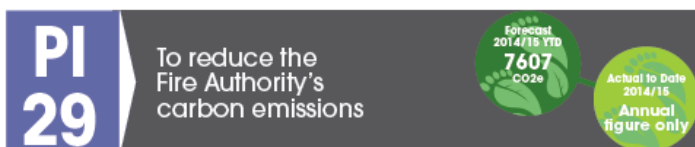
As per PI 24 and PI 25. Performance has deteriorated and has not met PI/plan targets (0.72 over target but there has been a decrease of 0.38 days lost compared to Qtr 3 2013/14).



The number of injuries reported remains low in a historical perspective but they have increased by 12% on the previous year to date. The most significant cause of injury remains slips, trips and falls, accounting for 23% of reports. 32% of injuries occurred at incidents and 68% during training and non-incident activity.



7 reportable injuries have occurred in Qtr 3. The number of reports is two more than the same period last year and performance is off target. Slips, trips and falls remain the cause of reports to the HSE although only 1 of the 7 reports for Qtr 3 is for a slip, trip or fall.



This indicator is only reported on annually.



Two thirds of stations, the Academy, TRU, Workshops and HQ are all meeting or exceeding their targets. A third of stations are performing slightly worse than their targets. The figures for Haden Cross are not yet complete for Qtr 3.



Overall, performance is not meeting the target. Birmingham South, Black Country North, Black Country South and TRU are meeting their target or improving on this. Birmingham North, Coventry/Solihull, the Academy, Workshops and HQ are not

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meeting their targets. The reasons for the mixed performance is not yet clear and it is expected that site managers will be analysing the reasons and taking action to improve.