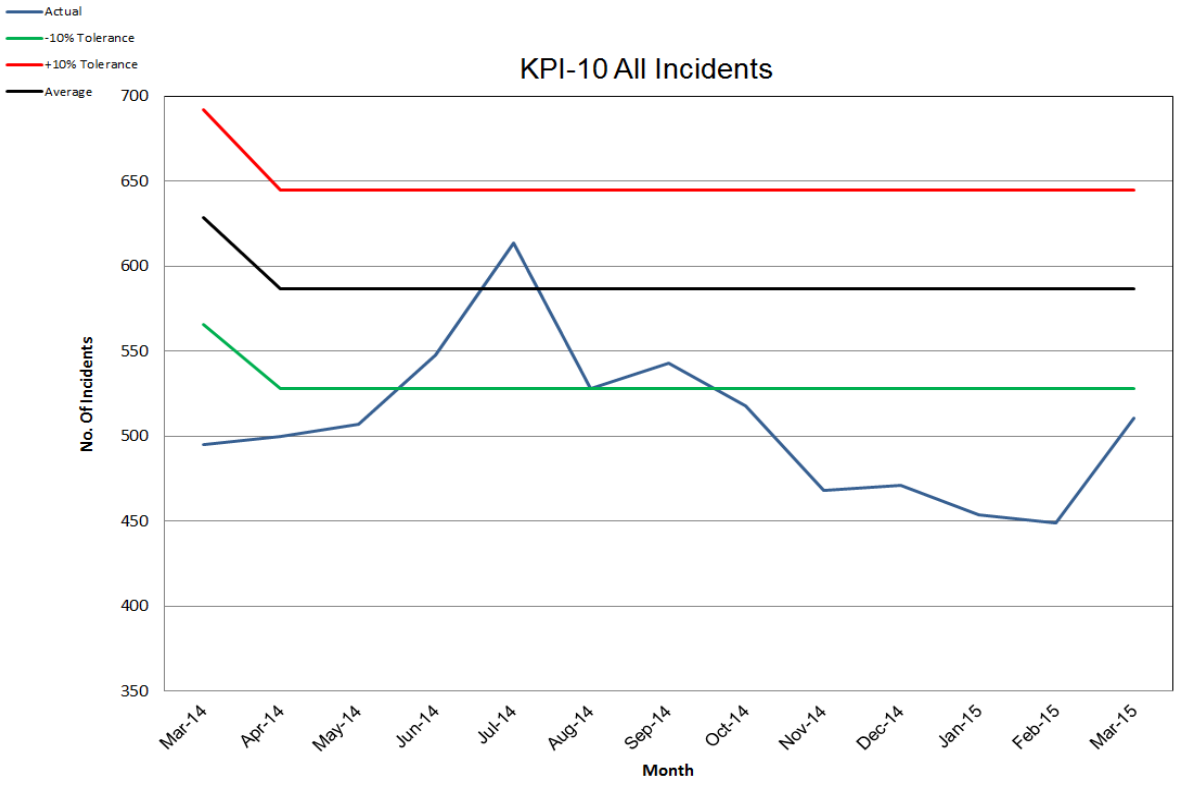
Fire Authority Annual Report
2014-15 Annual Performance

1. Operational Activity – Total and Fire Incidents

1.1. Total Incidents Attended

This indicator measures the total number of emergency incidents attended by the Service within the Herefordshire & Worcestershire geographical boundaries. This includes the full range of operational activity including fires, false alarms and special service (other non-fire emergency) incidents.



(Figure 1 – Total incidents per month April 2014 to March 2015)

Summary *Total incident levels for 2014-15 show a decrease in operational activity compared with the previous year. Special service incidents have reduced, as have the number of false alarms attended. The total number of incidents attended is the lowest on record since 2005-6.*

Total Incidents	2013-14	2014-15	Percentage change
All Fires	1987	1733	-12. 8%
Special Services	1458	1354	-7.1%
False Alarms	3177	3025	-4.8%
Total Incidents	**6622**	**6112**	**-7.7%**

(Table 1 –Total incidents 2013-14 and 2014-15)

- There has been a -12.8% decrease in calls related to fires attended in 2014-15 compared to the previous year.

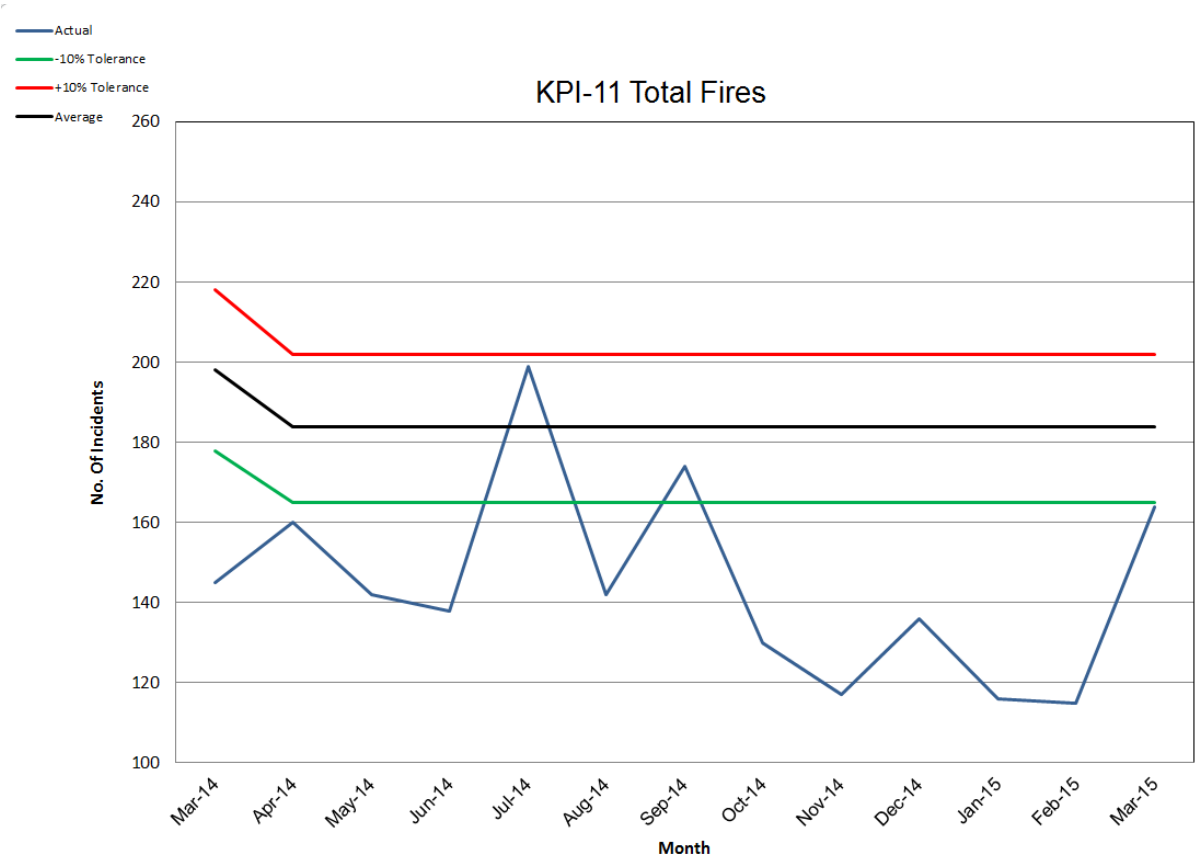
- Special service calls reduced by -7.1% compared with the same period last year, which is the lowest annual total attended since the dataset started in 2005-06.

- False alarm calls are also down by -4.8% compared with the position at the end of last year and is also the lowest total of false alarm incidents attended over the same nine year period.

- The peak of activity that can be seen in July 2014 is represented by a 19.5% increase in false alarms and a 44.2% increase in fires over two months. This peak may correspond with the weather, as it was the hottest time of the year and with the lowest rainfall and the 2nd lowest humidity levels.

1.2. Total Number of Fires

The indicator measures the total number of fires attended by the Service. This includes primary fires that involve property and/or people; secondary fires which are generally smaller fires in open areas and chimney fires.



(Figure 2 – Total fires per month April 2014 to March 2015)

Summary *Total number of fires has reduced by 12.8% when compared to 2013/14*

Total Fires	2013-14	2014-15	Percentage change
Primary Fires	1037	933	-10.0%
Secondary Fires	755	624	-17.4%
Chimney Fires	195	176	-9.7%
Total Fires	**1987**	**1733**	**-12.8%**

(Table 2 –Total fires 2013-14 and 2014-15)

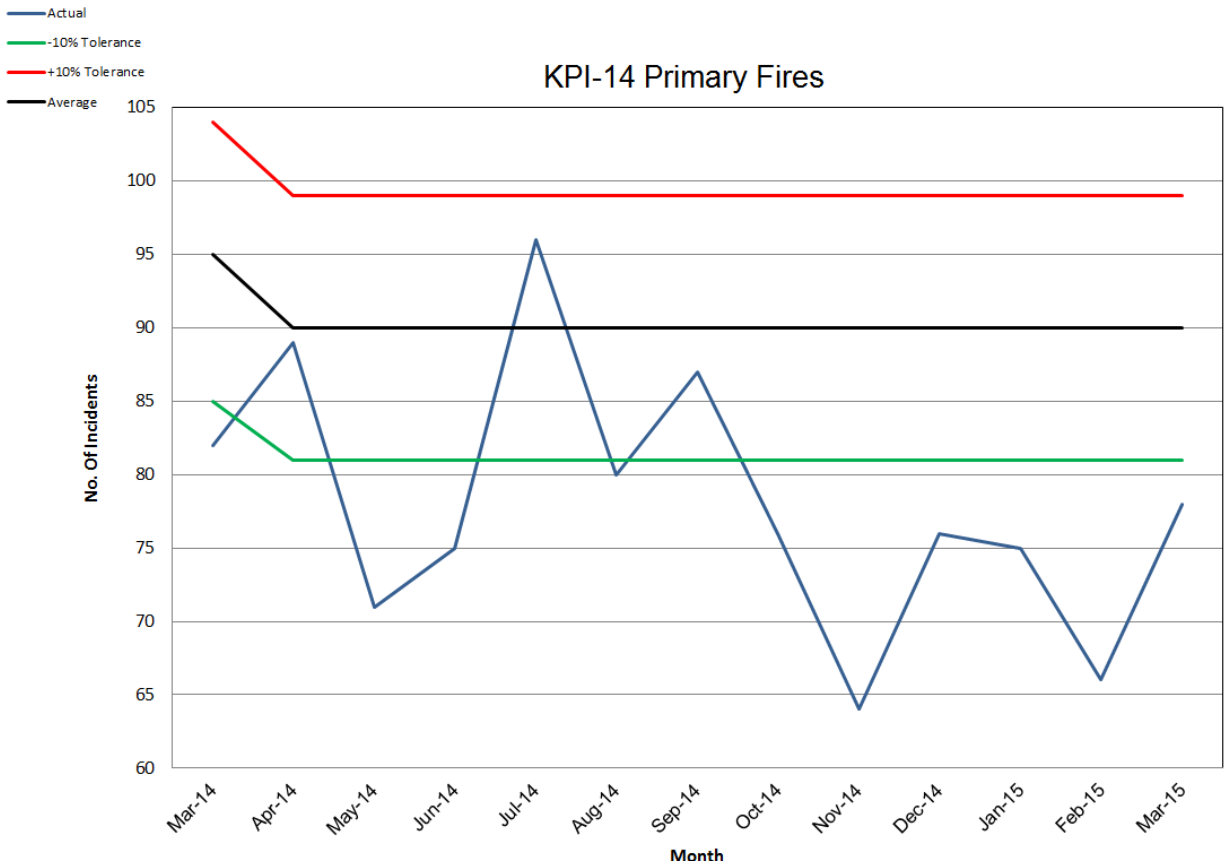
- Primary fires have decreased by 10% when compared with the same period last year (933 compared with 1037) and the number is down from the last 5 years average (1076 incidents).

- Secondary fires have also decreased by 17.4% when compared with the same period last year (624 compared with 755). The number of secondary fires attended in 2014-15 is down from the last 5 years average (883 incidents).

- Chimney fires have decreased by 9.7% compared with 2013-14 (176 compared with 195) and are down by 1.6% compared with the average number of chimney fire incidents attended in the last 5 years (179 incidents).

1.3. Primary Fires

Primary fires include all fires involving property (including non-derelict vehicles) or casualties or when 5 or more appliances attend. As a result, larger outdoor fires are included in addition to building and vehicle fires.



(Figure 3 – Total primary fire incidents per month April 2014 to March 2015)

Summary *Primary fire numbers in 2014-15 have decreased when compared with 2013/14 and are the lowest recorded since datasets began in 2005/6.*

Primary Fires	2013-14	2014-15	Percentage change
Building Fires	657	576	-12.3%
Vehicle & Transport Fires	283	282	-0.4%
Outdoor Fires	97	75	-20.6%
Total Fires	**1037**	**933**	**-10.0%**

(Table 3 – Primary fires 2013-14 and 2014-15)

- Car fires account for the largest proportion of Vehicle and Transport fires and the number of incidents are nearly identical at 282 in 2014-15 and 283 in 2013-14.

- Building fires have decreased by -12.6% compared with the previous year.

- Although small in context, the number of outdoor fires has also decreased from 97 in 2013-14 to 77 in 2014-15. This can be very dependent on the weather conditions.

- Injuries from primary fires have decreased when compared to the same period last year. There were 25 injuries from primary fires in 2014-15 and 43 injuries in 2013-14. These were primarily a result of the casualty being overcome by smoke or having breathing difficulties (see breakdown below):

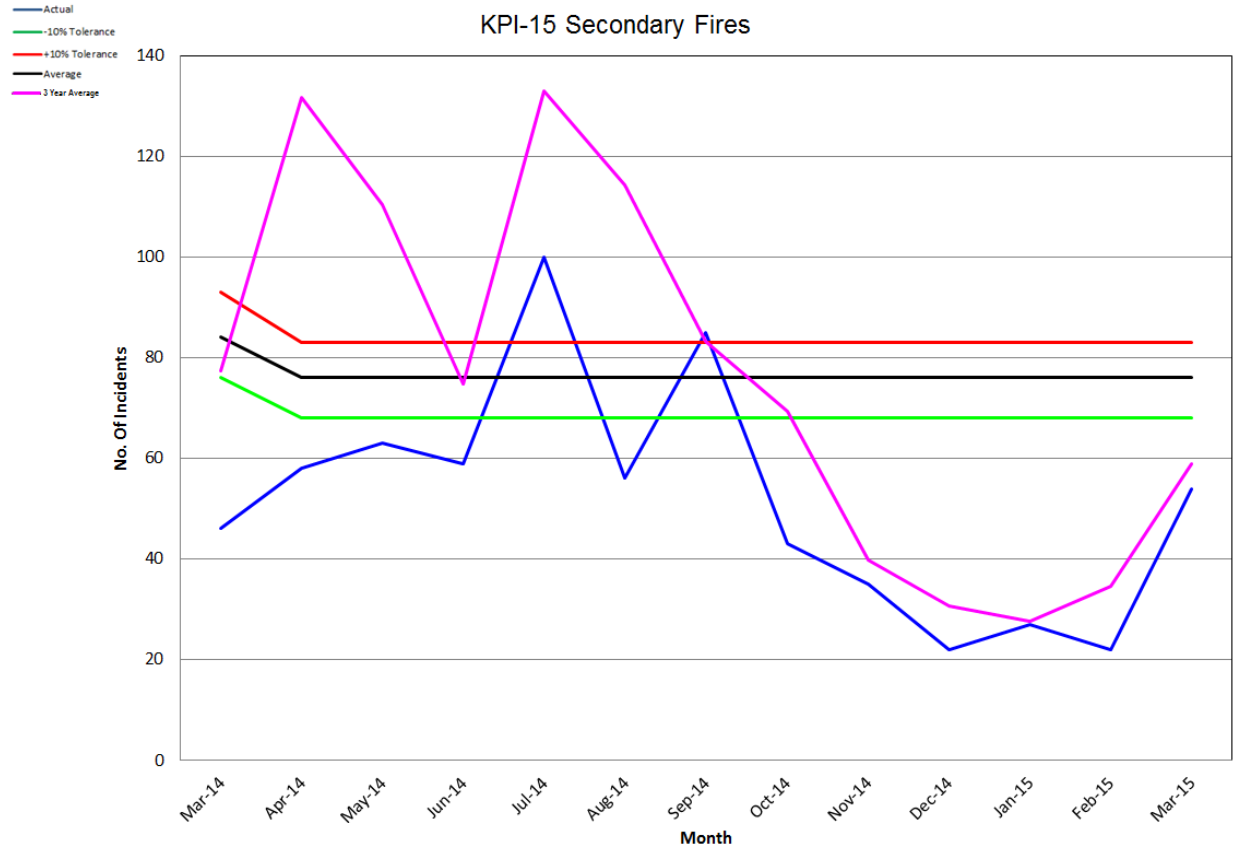
Type of Fire incident where Injuries occurred	2013-14 Incident	2014-15 Incidents
Fire - Boat	0	2
Fire - Building	6	8
Fire - Outdoor	12	3
Fire - Persons on fire	14	4
Fire - Vehicle large	0	1
Fire - Vehicle small	0	1
Fire - Hazardous Material - Vehicle leaking fuel	1	0
Fire - Rescues - RTC persons trapped (small vehicles)	0	2
Incident Total	**33**	**21**
Injuries from incidents	**43**	**25**

- Out of the 25 injuries in 2014-15, 11 were as a result of accidental dwelling fires; eight (32%) were kitchen related, two were in the living area and one (4%) in corridor/hall. A further three were deliberate fires.

- There were two fire related fatalities in 2014-15: one of those being deliberate. This figure is down from six in 2013-14.

1.4. Secondary Fires

Secondary fires are typically small fires which start in and are confined to, outdoor locations. Customarily, they are fires in grass or heathland, fires involving rubbish, fires comprising street or railway furniture and fires in derelict buildings or vehicles.



(Figure 4 – Secondary fire incidents per month April 2014 to March 2015)

Summary *Secondary fire numbers have decreased in 2014-15 compared with the previous year down -17.4%.*

Secondary Fires	2013-14	2014-15	Percentage change
Grassland Woodland and Crops	271	179	-33.9%
Other Outdoors (including land)	249	234	-6.0%
Outdoor Equipment & Machinery	12	15	25.0%
Outdoor Structures	190	157	-17.4%
Building & Transport	33	39	18.2%
Total Fires	**755**	**624**	**-17.4%**

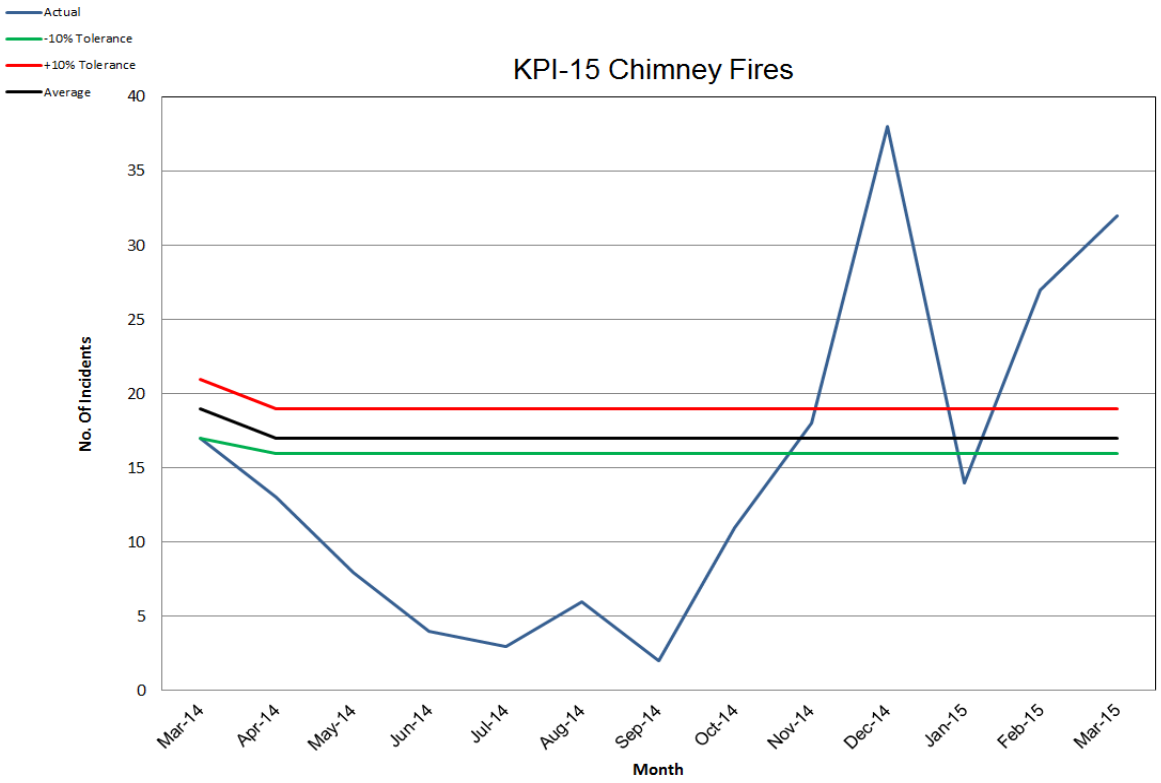
(Table 4 – Secondary fires 2013-14 and 2014-15)

- There has been a -17.4% reduction in the overall number of secondary fires, this is mainly due to a -33.9% drop in grassland, woodland and crop fires.

1.5. Chimney Fires

Chimney fires mainly occur when the deposits of combustion build up within the flueways of a chimney. A fire is only classed as a chimney fire if it is confined to the chimney itself. If it spreads to other parts of the building it is defined as a primary fire.

Summary *Chimney fires have decreased in 2014/15 by 9.7% compared with 2013-14 (176 compared with 195). This is down 16.7% compared with the average number of chimney fire incidents attended in the last 5 years (211 incidents).*



(Figure 5 – Chimney fire iincidents per month April 2014 to March 2015)

- The total number of chimney fires attended throughout 2014-15 has reduced by 9.7% when compared with the previous year. December, February and March are outside tolerance; however anecdotally it seems there is an increasing trend to have wood burning fires in houses and monthly variables will mainly be linked to seasonal temperatures.

Chimney Fires	2013-14	2014-15	Percentage Change
April	33	13	-60.6%
May	13	8	-38.5%
June	7	4	-42.9%
July	1	3	200.0%
August	1	6	500.0%
September	8	2	-75.0%
October	17	11	-35.3%
November	26	18	-30.8%
December	22	38	72.7%
January	27	14	-48.1%
February	23	27	17.4%
March	17	32	88.2%
Total	**195**	**176**	**-9.7%**

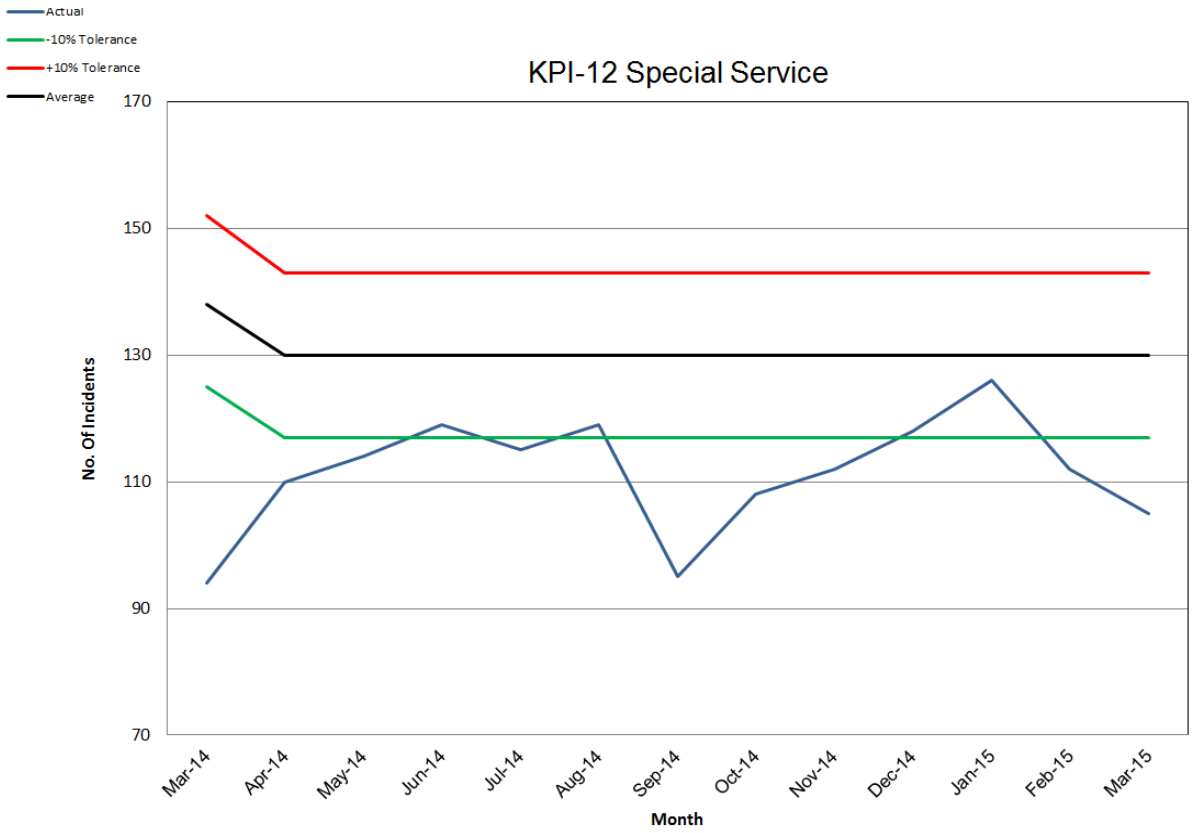
(Table 5 – Chimney fires 2013-14 and 2014-15)

2. Operational Activity – Other Non-Fire Incidents

Section 2 of this report focuses on operational activity in terms of other non- fire incidents attended.

2.1. Special Service Incidents

These are emergency incidents attended that are not fire related. They include RTCs, extrications, lift rescues, lock ins/outs, hazardous materials/ chemical incidents, other rescues and flooding incidents.



(Figure 6 – Special services Incidents per month April 2014 to March 2015)

Summary *Special service incidents totals have declined by 7.1% when compared with the previous year and represents the lowest number of special service incidents attended for the nine years in which the current dataset has been collected; however RTC's have increased marginally by 1.4%, however actual extrications of casualties from serious RTC's have fallen.*

All Special Services	2013-14	2014-15	Percentage change
RTC Incidents	565	573	1.4%
Flooding	113	93	-17.7%
Rescue/Evacuation from Water	79	45	-43.0%
Animal Assistance	103	83	-19.4%
Other Special Services	598	560	-6.4%
Total Incidents	**1458**	**1354**	**-7.1%**

(Table 6 – Special services 2013-14 and 2014-15)

A further breakdown of RTCs by category is shown below.

RTC category	2013-14	2014-15	Percentage change
Advice only	6	3	-50.00%
Extrication of person/s	117	103	-11.97%
Make scene safe	66	64	-3.03%
Make vehicle safe	312	339	8.65%
Medical assistance only	4	7	75.00%
Other	4	5	25.00%
Release of person/s	44	39	-11.36%
Stand by - no action	9	12	33.33%
Wash down road	3	1	-66.67%
Total	**565**	**573**	**1.42%**

(Table 7 – RTC by category 2013-14 and 2014-15)

- Whilst the number of RTC extrication incidents has reduced, the number of fatalities and injuries has increased (see table 8 below). It should be noted that this increase may be as a result of changes in the way we are gathering data on casualty reporting, owing to additional casualty care questions being included in reporting system since May 2014. However the number of fatalities and serious casualties does appear to have increased. The Service continues to play an active role in the Safer Roads Partnership and carries out bespoke pieces of Road Safety work across both counties.

RTC casualties	2013-14	2014-15	% change
Fatalities	8	17	112.5%
Casualty taken to hospital – injuries appeared serious	96	138	43.75%
Casualty taken to hospital – injuries appeared slight	270	314	16.29%
Casualty given First Aid at scene	64	69	7.81%
Casualty rescued without injury	29	34	17.24%
Total	**467**	**572**	**22.48%**

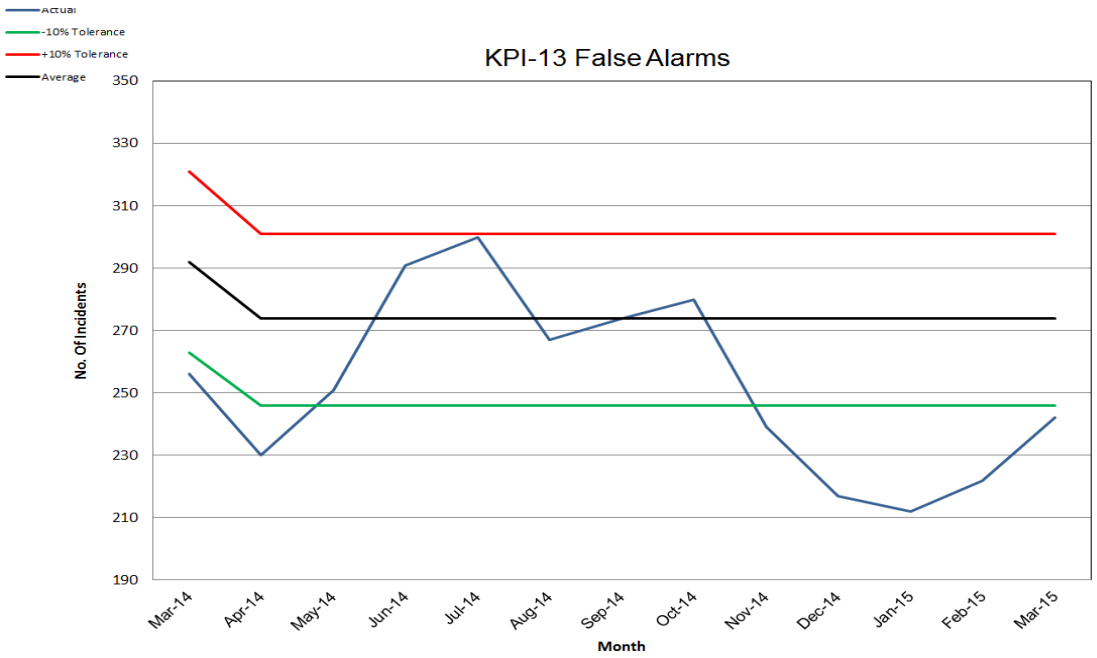
(Table 8 – RTC casualties 2013-14 and 2014-15)

- The largest sub category of other special services were flooding incidents (93) which in 2014-15, accounted for nearly 6.9% of all special service incidents (1354 incidents). This has decreased by 17.7% when compared with the previous year, again this indicator is seasonally dependant on prevailing weather patterns.

- Although the Service attended a spate of wet weather incidents (flooding) in January, February and March 2013-14, this did not reoccur in 2014-15, meaning a 17.7% drop in flooding incidents attended overall in 2014-15.

2.2. False Alarm Incidents

False alarms are incidents attended by the Service where no firefighting was required. They can be the result of an automatic fire alarm or where a member of public incorrectly believes a fire is occurring (good intent) or because of a malicious call.



(Figure 7 – False alarm incidents per month April 2014 to March 2015)

Summary *The total number of false alarms attended has decreased overall by -4.8% in 2014-15.*

- There has been a slight increase in the number of good intent false alarms attended and of malicious false alarms, when compared with the previous year 4.3% and 2.3% respectively.

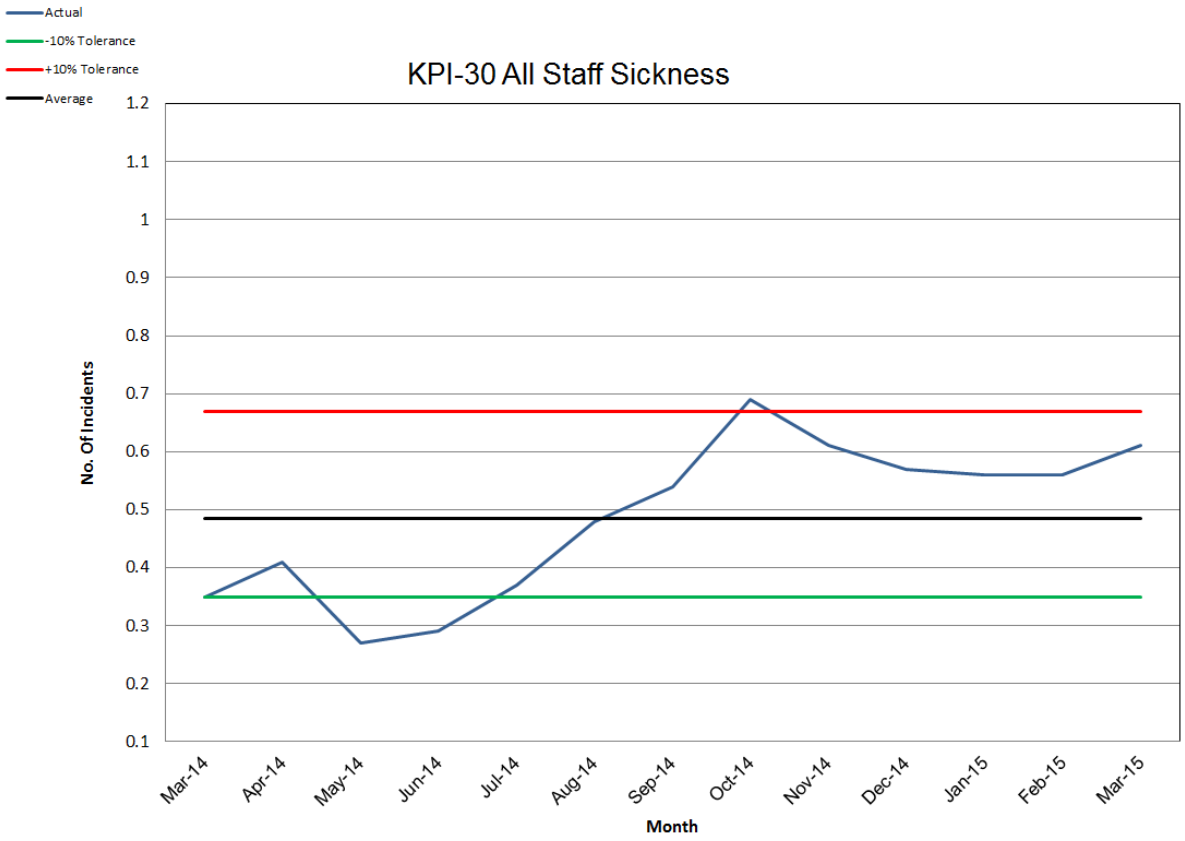
- The slight increase in good intent false alarms and malicious false alarms has been negated by a decrease in the number of automatic false alarms attended, which is down 7.1% compared to 2013-14.

Total False Alarms	2013-14	2014-15	Percentage change
Malicious False Alarms	46	48	4.3%
False Alarm Good Intent	730	747	2.3%
Automatic False Alarms	2401	2230	-7.1%
Total False Alarms	**3177**	**3025**	**-4.8%**

(Table 9 – False alarms 2013-14 and 2014-15)

3. Absence Management

3.1. All Staff Sickness



(Figure 8 – All staff sickness April 2014 to March 2015)

Summary *Sickness levels for all staff are considered to be low overall and have remained within tolerance levels on a monthly basis, except for a marginal peak in October 2014.*

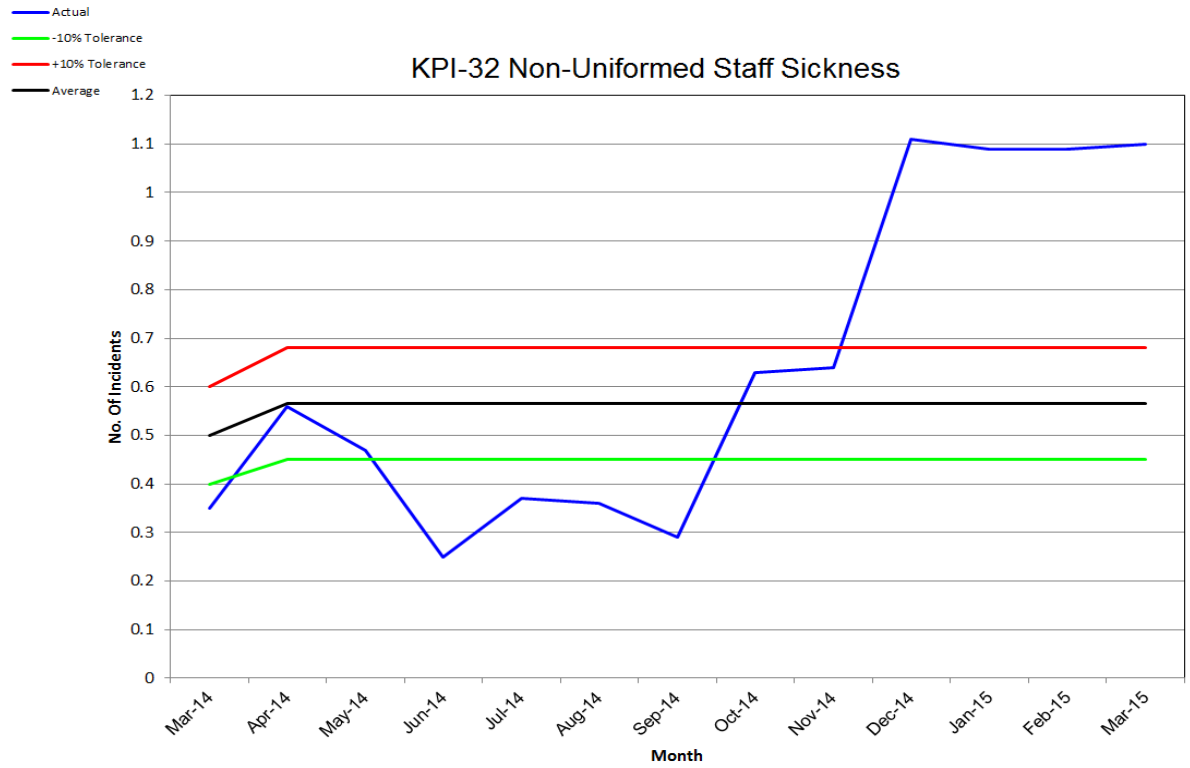
Month	Short Term All Staff Sickness per head *(shifts/days lost)*	Long Term All Staff Sickness per head *(shifts/days lost)*	All Staff Sickness per head *(shifts/days lost)*
Apr-14	0.24 (101)	0.17 (70.43)	0.41 (171.43)
May-14	0.16 (65.46)	0.11 (46.74)	0.27 (112.2)
Jun-14	0.14 (58)	0.15 (64.74)	0.29 (122.74)
Jul-14	0.23 (98)	0.14 (57.49)	0.37 (155.49)
Aug-14	0.26 (108.55)	0.21 (87)	0.48 (195.55)
Sep-14	0.25 (103)	0.29 (117)	0.54 (220)
Oct-14	0.35 (145)	0.34 (137)	0.69 (279)
Nov-14	0.26 (103.7)	0.36 (145)	0.61 (248.7)
Dec-14	0.31 (125.22)	0.26 (106)	0.57 (231.22)
Jan-15	0.31 (125.22)	0.26 (106)	0.56 (231.22)
Feb-15	0.3 (125.22)	0.26 (106)	0.56 (231.22)
Mar-15	0.41 (167.37)	0.2 (82)	0.61 (249.37)
Total	**3.22 (1325.74)**	**2.74 (1125.4)**	**5.96 (2448.14)**

(Table 10 – All staff sickness per month 2014-15)

- The largest monthly total of all staff absence was in October 2014, where 0.69 days/shifts per head were lost to absence. 49.3% of all staff sickness in the same month was due to long term staff sickness.

- Long term staff absence rose as a monthly proportion of all staff sickness from 32.8% in November 2014 and by March 2015 it accounted for 40.7% of all staff sickness. At the end of the financial year, long term staff sickness represented 46.1% of all staff sickness for the whole year.

3.2. Non-Uniformed Staff Sickness



(Figure 9 – Non-uniform staff sickness April 2014 to March 2015)

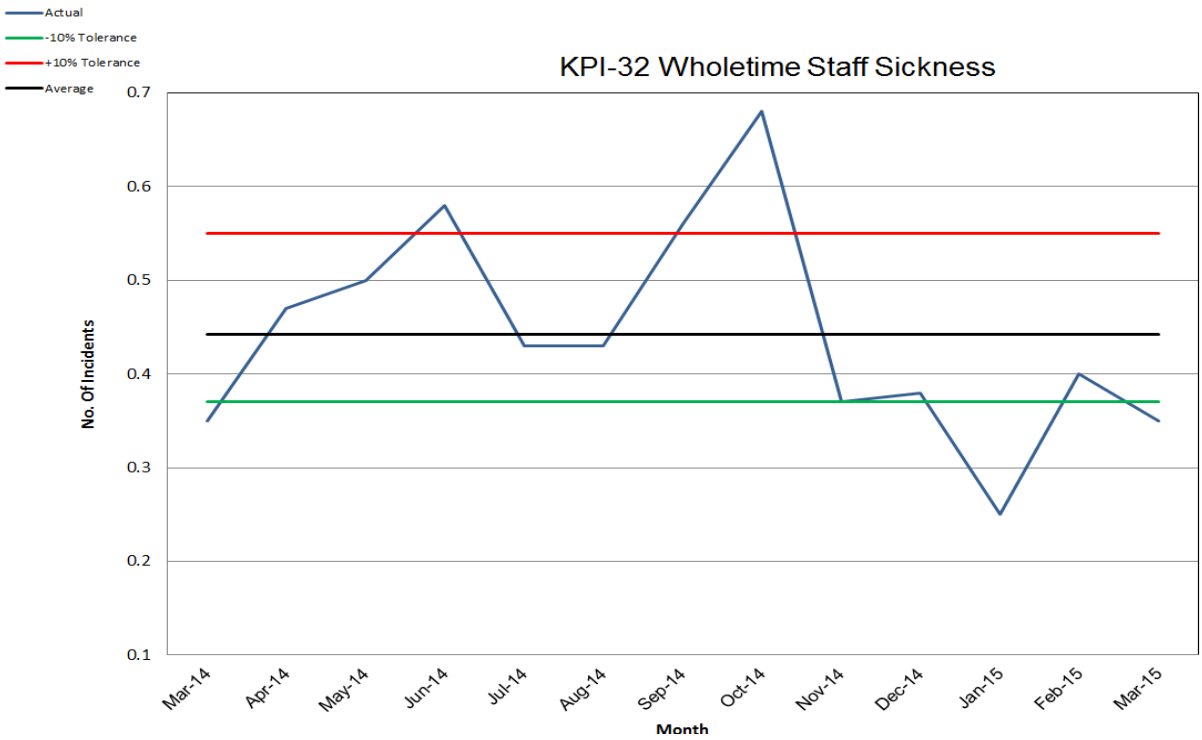
Summary *Non-uniform sickness was out of tolerance levels on a monthly basis in November, December, January, February and March.*

- The largest monthly total of all non-uniform staff sickness for 2014-15 was in December 2014, where 1.11 days per head were lost to sickness absence.

- An increase in short and long term sickness has been seen over the last four months to March 2015.

- At the end of the financial year, long term staff sickness represented 30.5% of all non-uniformed staff sickness.

3.3. Wholetime Staff Sickness



(Figure 10 – Wholetime staff sickness April 2014 to March 2015)

Summary *Wholetime sickness was in tolerance in all months except June and October.*

- The largest monthly total of Wholetime staff sickness in 2014-15 was in October 2014, where 0.71 shifts per head were lost to sickness absence.

- 50.7% of Wholetime staff sickness in this month was due to long term sickness at 0.36 shifts per head.

- Long-term Wholetime staff sickness accounted for 45.0% of all Wholetime staff sickness at the end of the year.

Comparative Data

Sickness Absence	2013/14 (Days per head)	2014/15 (Days per head)	Percentage change
Wholetime Staff	5.42	5.36	-1.1%
Non Uniform Staff	7.45	7.96	6.8%
All Staff	**5.92**	**5.96**	**0.04%**

(Table 11 - Day sickness per head)

- There has been a small increase of 0.04% in 2014-15 in all staff sickness compared with the previous year. There has been a minor reduction in Wholetime sickness, whilst there is a small increase of 6.8% in non-uniformed staff sickness this year.

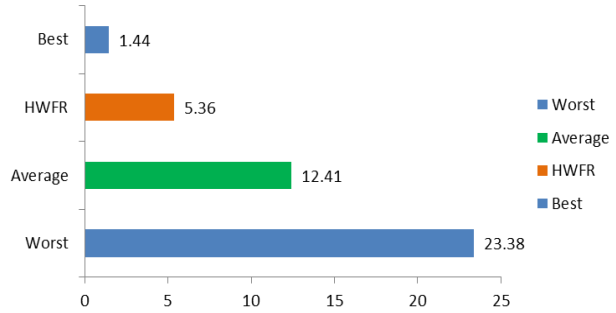
	Short Term All Staff Sickness per head *(shifts/days lost)*	Long Term All Staff Sickness per head *(shifts/days lost)*	All Staff Sickness per head *(shifts/days lost)*
Wholetime	**2.53 (802)**	**2.83 (897)**	**5.36 (1699)**
Non-Uniform	**5.53 (516.74)**	**2.43 (228.4)**	**7.96 (745.14)**
All Staff	**3.22 (1325.74)**	**2.74 (1125.4)**	**5.96 (2448.14)**

(Table 12 – Wholetime sickness per month 2014-15)

- As a result an annual 5.96 days/shifts per head was lost to all staff sickness during 2014-15 compared to 5.92 days/shifts per head in 2013-14 – an increase of 0.04%.

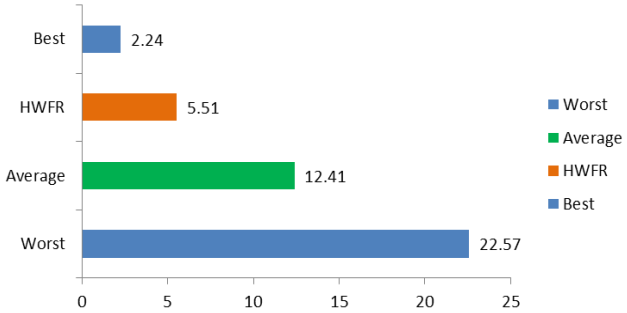
Comparison figures from other fire services.

Wholetime



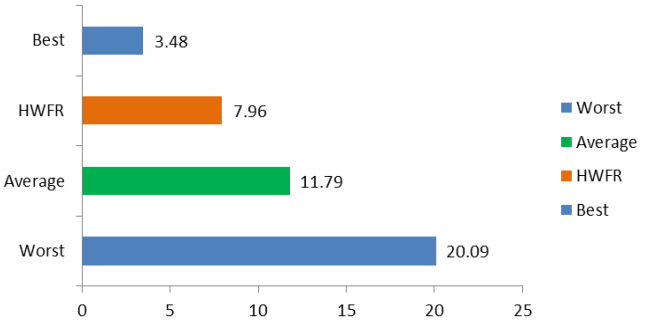
Out of a survey of 34 fire services Wholetime sickness/absence in Hereford & Worcester FRS had the 3rd lowest number of days/shifts lost per head.

Fire Control



Out of a survey of 33 fire services Fire control sickness/absence in Hereford & Worcester FRS was significantly lower than the average number of days/shifts lost per head recorded by other services.

Non-uniform



Out of a survey of 29 fire services Non-Uniform sickness/absence in Hereford & Worcester FRS was significantly lower than the average number of days/shifts lost per head recorded by other services.

4. Key Performance Indicators Out of Tolerance

At the end of 2014-15, all key performance indicators (KPI) were within accepted 10% tolerance levels, excluding the Service's current attendance standards: the first and second attendance by an appliance at building fires within 10 minutes. There has been an improvement in the building fire attendance standard, though the target has not yet been reached.

Summary *The Service saw an increase in the number of building fires that met the attendance standard compared with last year.*

1st Appliance attendance at building fires within 10 minutes	**2013-14**	**2014-15**
Building fires attended within 10 minutes	366	351
Total number of building fires attended	677	574
% attended within 10 minutes	**54.6%**	**61.1%**

(Table 13 –1st Appliance attendance 2013-14 and 2014-15)

- There was an improvement of 6.5% in 1st appliance's meeting attendance standards in 2014-15 compared to the previous year 2013-14. However the overall average time taken to attend all types of incidents in 2014-15 has increased to 11 minutes 06 seconds from 10 minutes 37 seconds in 2013-14.

- As with 2013-14, the analysis undertaken ascertained that one of the reasons for being out of tolerance, is a slight change in the way the time of call is recorded on the Incident Recording System (IRS) following the introduction of the new Command and Control system in September 2012.

- Since the implementation of the new system, incident time of call is now recorded as earlier within the timeline of the call than under the old 3TC MIS Mobilisation system.

- In addition the changes in recording of this data on the new mobilising system, there are also occasions where attendance within 10 minutes is out of the Fire & Rescue Service's direct control, primarily due to the travel distance between the nearest appliance and the incident. The table below details the reasons for the fire crews not achieving the 10 minute standard:

Travel distance to the Incident	134	Traffic conditions causing delayed turn in time to stations (Retained and Day Crewed only)	6
Turn in time (Retained and Day Crew only)	39	Simultaneous Incident	2
Appliance not booked in attendance	21	Late Fire Call	4
Incident outside Station turnout area	12	Insufficient crew due to numbers of crew available	2
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	4	Training event delaying turn out i.e. drilling	4
Difficulty in locating incident address	5	Not on home Station i.e. school visit, HFS check	0
Incorrect or insufficient information passed to control on initial call	6	Civil disturbance Police intervention/Crown properties	0
Responding at normal road speed, i.e. AFA's	5	Known false alarm	0
Mobilised from other location (not on home Station)	7	Mobilised to incorrect address	0
Mobilising Error	1	Appliance involved in accident en route to incident	0
Weather conditions / Road conditions	6	Communication equipment fault	0
		Total	257

(Table 14 – Fire in buildings –1st appliance standards not met 2014-15)

5. Retained Availability

Summary *There has been an overall increase in availability of 0.3% of all Retained Appliances across the Service when compared with the end of last year.*

Retained Availability	2013-14	2014-15	Percentage change
April	90.8%	93.5%	3.0%
May	89.4%	93.3%	4.4%
June	87.4%	91.7%	4.9%
July	89.2%	89.6%	0.5%
August	87.9%	87.4%	-0.6%
September	91.0%	90.8%	-0.2%
October	93.0%	90.5%	-2.7%
November	93.2%	91.0%	-2.4%
December	91.1%	91.3%	0.3%
January	94.5%	94.0%	-0.5%
February	94.2%	92.5%	-1.8%
March	93.5%	93.3%	-0.2%
Total	**91.3%**	**91.6%**	**0.3%**

(Table 15 – Retained availability by month 2013-14 and 2014-15: please note this tables includes all appliances to enable direct comparison with 2013-14).

Reasons for appliances being off the run 2014-15 for all Stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	8.6%
No BA wearers	6.1%
No Officer in Charge	5.1%
No driver	2.6%
Total impact on appliance availability	**8.6%**

(Table 16 – Retained availability by factor 2014-15)

- Overall availability of HWFRS Retained appliances is deemed to be very high, however work is planned to seek further improvements in the future. Retained availability is dependent on a number of factors and an appliance can be unavailable due to a combination of these. The lack of sufficient competent crew (with the appropriate skills) is the primary reason for unavailability.

- It should be noted that the average availability of all Retained 1st appliances at the 27 Service Fire Stations locations in 2014/15 is 94.3% (see Table 20 below). Many Stations, particularly those in the larger towns, regularly provide first appliance availability in excess of 99%.

In certain areas where recruitment is particularly challenging and the population (especially during weekdays daytime period) is very low, provides availability that may be well below 90% overall. This has the effect of reducing the overall average figure of availability across the Service.

Appliance/Station	Availability 2013-14	Availability 2014-15	Better / Worse
213 Worcester	98.50%	99.10%	0.60%
221 Stourport	94.40%	96.00%	1.60%
231 Bewdley	93.20%	83.50%	-9.70%
241 Kidderminster	98.50%	95.40%	-3.10%
251 Bromsgrove	92.10%	93.70%	1.60%
261 Droitwich	79.80%	87.90%	8.10%
271 Redditch	99.40%	99.00%	-0.40%
281 Evesham	95.70%	92.80%	-2.90%
291 Pebworth	87.60%	90.50%	2.90%
302 Broadway	83.70%	82.60%	-1.10%
311 Pershore	92.70%	96.50%	3.80%
322 Upton	97.00%	91.90%	-5.10%
411 Malvern	99.00%	99.50%	0.50%
422 Ledbury	99.90%	99.10%	-0.80%
431 Fownhope	97.00%	95.50%	-1.50%
442 Ross on Wye	100.00%	100.00%	0.00%
452 Whitchurch	79.00%	87.30%	8.30%
463 Hereford	97.40%	95.90%	-1.50%
472 Ewyas Harold	92.90%	94.10%	1.20%
481 Eardisley	96.30%	96.80%	0.50%
492 Kington	98.50%	98.10%	-0.40%
502 Leintwardine	93.90%	97.10%	3.20%
511 Kingsland	100.00%	98.10%	-1.90%
522 Leominster	100.00%	99.80%	-0.20%
532 Tenbury	99.40%	99.90%	0.50%
541 Bromyard	99.20%	99.30%	0.10%
552 Peterchurch	90.50%	76.10%	-14.40%
Total	**94.70%**	**94.30%**	**-0.40%**

(Table 17 Retained availability by Station, comparing 2013-14 with 2014-15: note the Table above only includes the 1st Appliance).