

Appendix 1

Fire Authority 2020-21 Performance Report: Q1-Q2 (1 April – 30 September 2020)

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1. Introduction

This report summarises incident data recorded in the Incident Recording System (IRS)* and reviews the Service's overall performance against agreed performance indicators for Q1-Q2 (01/04/20 – 30/09/20). It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and first on-call (retained) appliance availability.

**Incidents that occurred outside the Service's border are not included in the following statistics, but are reported separately in section 2.3 of this Performance Report.*

In the following sections, each graph includes a black dotted line indicating an average monthly total over the previous three years for that statistic, with red and blue lines indicating 10% upper and lower tolerance thresholds. The report reviews any negative factors affecting performance outside the tolerance levels.

There may be some differences in the data between this report and previous ones. The interrogation of the Incident Recording System throughout the previous year has given an opportunity to assure the quality of the total incident figures reported in last year's Performance Reports. Furthermore, by utilising Structured Query Language (SQL), the Service has gained access to a larger dataset with an increased level of accuracy; this primarily affects the number of incidents that need to be removed from the Primary Building Fire attendance standards following quality control.

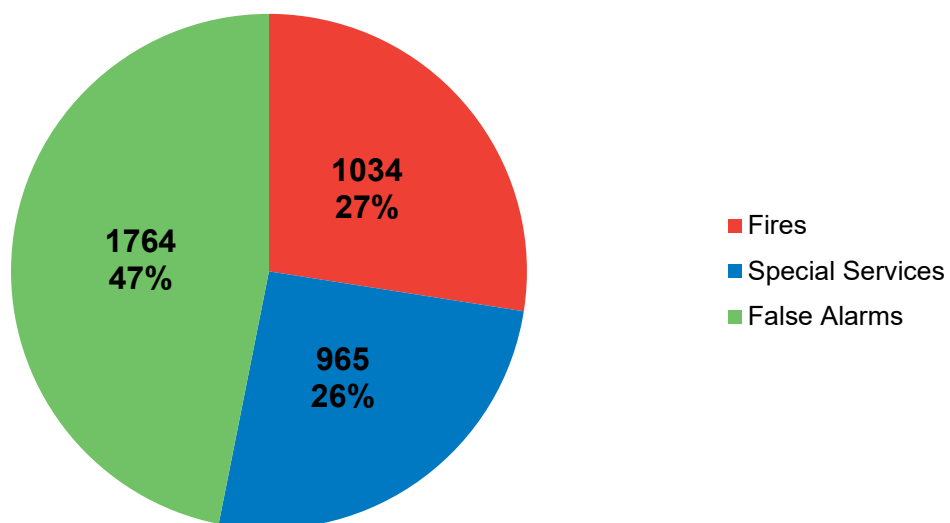
2. Total incidents

Operational activity covers all emergency incidents attended by Fire and Rescue Service crews, including Fires, Special Services and False Alarms. Each of these is broken down further in the following tables.

2.1. Analysis

The total number of incidents attended in Q1-Q2 2020-21 was 3,763 as shown in Figure 1, and comprises of 1,034 Fires, 965 Special Services and 1,764 False Alarms. The total number of incidents in Q1-Q2 is near the 3 year mean and below the upper tolerance level (3 year mean +10%) apart from in August when it is slightly above.

Q1-Q2 2020-21 summary of incidents



All Incidents

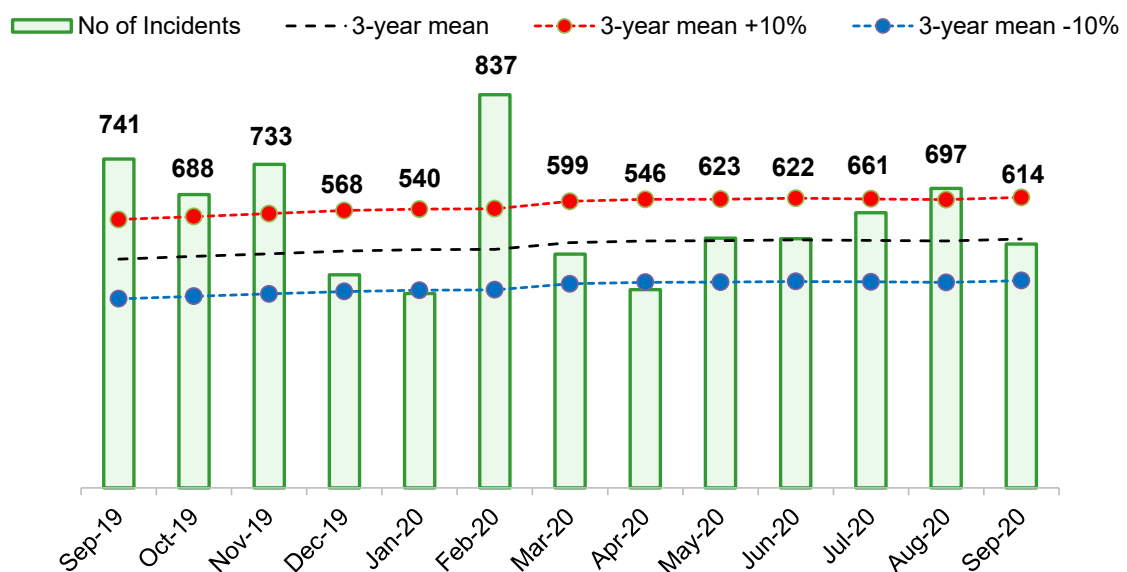


Figure 1 – Total Incidents per month: from Sep 2019 to Sep 2020

Table 1 – Total Incidents

Total Incidents	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Fires	1000	1034	+34	+3.4%
Special Services	1158	965	-193	-16.7%
False Alarms	1778	1764	-14	-0.8%
Total	3936	3763	-173	-4.4%

Table 1 provides a comparison between incidents attended in Q1-Q2 2020-21 and Q1-Q2 of the previous year.

- There were 1,034 Fires in Q1-Q2 2020-21. This is an increase of 34 incidents in comparison to Q1-Q2 2019-20. More detail can be found in Section 3.
- There were 965 Special Service incidents in Q1-Q2 2020-21. This is a decrease of 193 incidents in comparison to Q1-Q2 2019-20. More detail can be found in Section 4.
- There were 1,764 False Alarms in Q1-Q2 2020-21. This is a decrease of 14 incidents in comparison to Q1-Q2 2019-20. More detail can be found in Section 5.

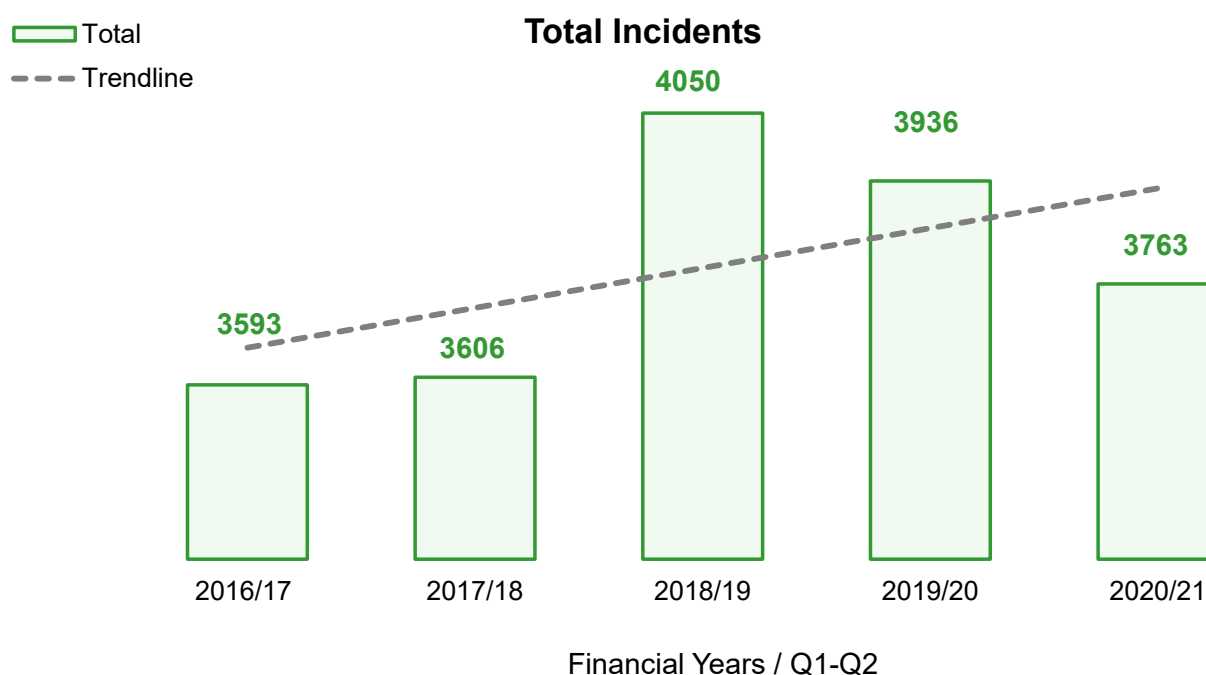


Figure 2 – All Incidents from Q1-Q2 2016-17 to Q1-Q2 2020-21

The overall number of incidents for Q1-Q2 2020-21 has decreased when compared to Q1-Q2 2019-20. The majority of the decrease in incidents can largely be accounted for by a 16.7% fall in the number of Special Service incidents and 14 fewer False Alarms. There was a slight increase overall in Fires with 34 more than in Q1-Q2 2019-20.

2.2. Number of incidents per station ground area

Table 2 shows the number of incidents recorded in each fire station ground area in Q1-Q2 2020-21. "Over the border" incidents are not included; more information on this can be found in section 2.3.

Table 2 – Incidents per station ground Q1-Q2 2020-21

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromsgrove	North District	74	69	116	259
Droitwich Spa	North District	46	45	83	174
Redditch	North District	156	112	211	479
Tenbury	North District	5	12	10	27
Wyre Forest	North District	199	115	313	627
Total	North District	480	353	733	1566
		46.42%	36.58%	41.55%	41.62%
Broadway	South District	1	4	19	24
Evesham	South District	71	60	114	245
Malvern	South District	58	46	122	226
Pebworth	South District	18	7	7	32
Pershore	South District	27	23	35	85
Upton upon Severn	South District	14	15	13	42
Worcester	South District	137	163	312	612
Total	South District	326	318	622	1266
		31.53%	32.95%	35.26%	33.64%
Bromyard	West District	19	26	11	56
Eardisley	West District	5	7	4	16
Ewyas Harold	West District	7	9	6	22
Fownhope	West District	4	7	3	14
Hereford	West District	92	131	247	470
Kingsland	West District	12	9	6	27
Kington	West District	5	6	8	19
Ledbury	West District	21	17	23	61
Leintwardine	West District	4	4	5	13
Leominster	West District	19	23	48	90
Peterchurch	West District	7	7	5	19
Ross-on-Wye	West District	24	27	31	82
Whitchurch	West District	9	21	12	42
Total	West District	228	294	409	931
		22.05%	30.47%	23.19%	24.74%
Grand Total		1034	965	1764	3763

Where the difference between the numbers of incidents located in the station ground area has increased by more than 10 incidents when compared to Q1-Q2 2019-20, the cell is filled yellow, where the increase is greater than 50 the cell is filled orange. Where the number of incidents has decreased by more than 10 the cell is filled green.

- a) The total number of incidents in the North District decreased by 95 incidents when compared to 2019-20, however, the total number of Fires increased by 14 incidents.

- b) The total number of incidents in the South District decreased by 136 incidents when compared to 2019-20, however, the total number of Fires increased by 19 incidents.
- c) The total number of incidents in the West district increased by 58 incidents when compared to 2019-20, with an extra 78 False Alarm incidents.
- d) Hereford had the biggest increase in the total number of incidents (81 more than the same period in 2019) where 80 of these can be accounted for by an increase in False Alarms.
- e) Bromsgrove, Malvern and Pebworth were the only three station ground areas which saw an increase in Fires when compared to 2019.
 - i) Bromsgrove saw an increase of 16 Fires in total where 13 of these were Secondary Fires; 92.31% (12 incidents) of the Secondary Fires were Outdoor Fires. When looking at the overall difference in the types of Secondary Fires, it is noted that there are 6 new types of fire seen which include fires in wheelie bins/recycling bins/skips when compared to 2019.
 - ii) Malvern saw an increase of 24 fires, where 9 were Primary and 15 were Secondary. The increase in Secondary Fires is totally accounted for by a 15 incident increase in Secondary Outdoor Fires with the main increase in private gardens. The 9 additional Primary Fires comprised of 6 additional Primary Outdoor Fires and 3 Primary Vehicle Fires.
 - iii) Pebworth saw an increase of 11 Fires in total where 7 were Secondary Fires. There were 2 additional Secondary Building Fires (derelict caravans) and 5 Secondary Outdoor Fires where the type of Fires are primarily scrub/waste land, private gardens or loose refuse.

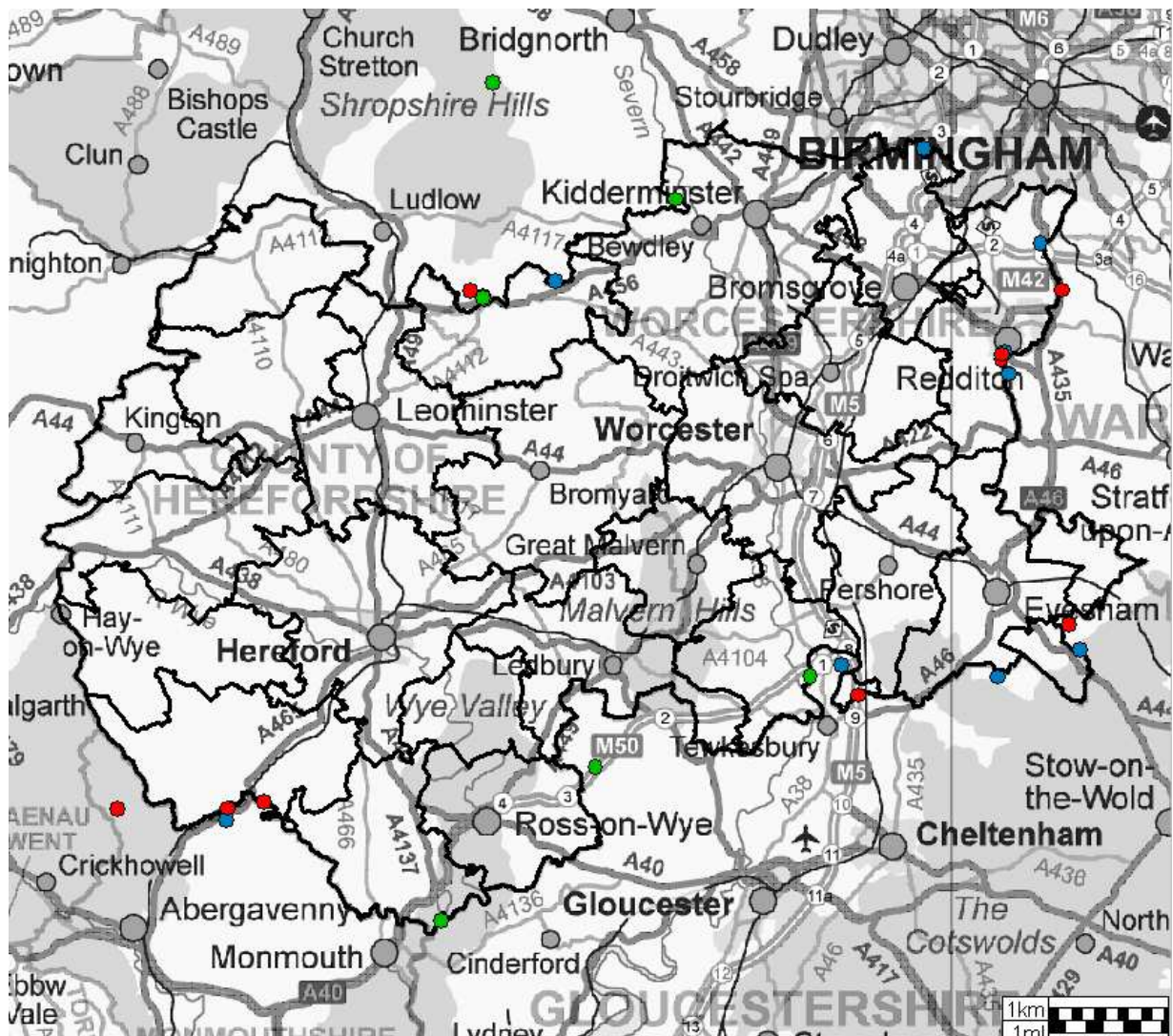
2.3. Over the border incidents attended by HWFRS

The total number of over the border incidents attended in Q1-Q2 2020-21 was 28, as shown in Figure 3. This is an increase of 5 incidents compared with Q1-Q2 2019-20. The 28 incidents comprised of 10 Fires, 9 Special Services and 9 False Alarms. No over the border incidents were attended in Staffordshire.

Table 3 – Over the border incidents by Station attended Q1-Q2 2020-21

Station attended	Total	South Wales	Shropshire	Warwickshire	West Midlands	Gloucestershire	Mid & West Wales
Broadway	1	0	0	0	0	1	0
Bromsgrove	1	0	0	0	1	0	0
Evesham	2	0	0	0	0	2	0
Ewyas Harold	3	3	0	0	0	0	0
Kington	1	0	0	0	0	0	1
Ledbury	2	0	2	0	0	0	0
Malvern	1	0	0	0	0	1	0
Pershore	2	0	0	0	0	2	0
Redditch	6	0	0	6	0	0	0
Ross on Wye	2	0	0	0	0	2	0
Tenbury Wells	5	0	5	0	0	0	0
USAR	1	0	1	0	0	0	0
Wyre Forest	1	0	1	0	0	0	0
	28	3	9	6	1	8	1

Figure 3 – Location of over the border incidents attended by HWFRS*



- False Alarm
- Fire
- Special Service

*One Ledbury incident and the USAR incident are not shown on this map as they were located outside of the map boundary.

2.4. Key performance indicators

- a) The total number of incidents in Q1-Q2 2020-21 remained within the tolerance levels, except in September where they peaked just above the 3-year mean +10%. (see Section 2)
- b) The total number of Fire incidents was above the 3 year average +10% in May and June 2020 with Secondary Fires causing the biggest rise in total fires when compared to Q1-Q2 2019-20. (see Section 3)
- c) The total number of Primary Fires was above the 3 year average in May 2020 and then declined to below the 3 year average -10% by September 2020. The biggest growth has occurred within Outdoor Fires, though there has been a decline in Vehicle & Transport Fires when compared to Q1-Q2 2019-20. (see Section 3.3)
- d) There was a 28.6% increase in Primary Fire casualties in Q1-Q2 2020-21, with 45 casualties compared to 35 in Q1-Q2 2019-20. (see Section 3.3)
- e) The number of Secondary Fires was above the 3 year average +10% for the whole of Q1-Q2, with the biggest growth in Grassland, Woodland and Crop fires. (see Section 3.4)
- f) The number of Chimney Fires declined by 13.6% when compared to Q1-Q2 2019-20. (see Section 3.5)
- g) The total number of Special Service incidents was below the 3 year average -10% until June. August increased over the 3 year average +10%, with the biggest decline of 29.7% seen in the number of Road Traffic Collision (RTC) incidents when compared to Q1-Q2 2019-20. (see Section 4)
- h) The number of RTC casualties in Q1-Q2 2020-21 declined by 47.5%, with 117 casualties compared to 223 in Q1-Q2 2019-20. (see Section 4.3)
- i) The total number of False Alarms remained near the 3 year average until July and August, both of which were above the 3 year average +10%, incidents then decreased in line with the 3 year average in September. The biggest growth was seen in Good Intent False Alarms (see Section 5)
- j) The overall attendance standard for Primary Building Fires saw an average improvement by 22 seconds when compared with Q1-Q2 2019-20. (see Section 6)
- k) The first On-Call (retained) appliance availability for Q1-Q2 2020-21 was on average 91.51%. (see Section 7)
- l) All staff sickness has increased from 4.06 days lost per head in Q1-Q2 2019-20 to 2.97 in Q1-Q2 2020-21. (see Section 8.1)
- m) All Wholetime staff sickness has improved from 4.22 days lost per head in Q1-Q2 2019-20 to 2.67 in Q1-Q2 2020-21. (see Section 8.2)
- n) All Non-Uniformed staff sickness has improved from 3.92 days lost per head in Q1-Q2 2019-20 to 3.73 in Q1-Q2 2020-21. (see Section 8.3)
- o) All Fire Control staff sickness has improved from 3.92 days lost per head in Q1-Q2 2019-20 to 2.30 in Q1-Q2 2020-21. (see Section 8.4)

2.5. Community Risk's activity

- a) Due to the Covid-19 pandemic, prevention activities were reduced in Q1 2020-21. Throughout lockdown the Community Risk team continued to receive referrals from partner agencies for vulnerable individuals who required a visit. The team adopted a risk assessment approach and Community Risk Technicians, wearing the correct PPE, continued to visit the homes of those who are most vulnerable to fire to carry out a Safe and Well Check. Due to the hot spells of weather encountered, seasonal advice was offered, in particular water safety, bonfire safety and cooking safely outdoor. Fire safety advice was also given to businesses to assist them during the pandemic.
- b) Campaigns in Q2 2020-21 have included Home Safety, Business Safety, gas and chimney safety. The team has worked with partners to promote fire safety and Safe and Well Checks

to ensure we reach those who are most vulnerable to fire. The team has also been working alongside local high schools to look at alternative ways to deliver road safety to year 11 students, as Dying 2 Drive was unable to take place this year in its usual format. Seasonal advice has also been offered, in particular with fires, BBQs, cooking safety and water safety.

2.6. Weather¹

- a) April 2020 had a high temperature of 24° C in Worcester with an average rainfall of 4.2cm.
- b) May 2020 had a high temperature of 26° C in Worcester with an average rainfall of 4.03cm
- c) June 2020 had the highest record temperature in Q1 2020-21 with 29° C in Worcester; June also had the highest average rainfall with 4.5cm.
- d) July 2020 had a high temperature of 31° C in Worcester with an average rainfall of 4.96cm.
- e) August 2020 had the highest record temperature in Q2 2020-21 of 32° C in Worcester with an average rainfall of 5.89cm
- f) September 2020 had a high temperature of 27° C in Worcester with an average rainfall of 5.4cm

¹ Data from weather trends, Microsoft Bing.

3. Fire incidents

3.1. Introduction

Types of fire as recorded in the IRS:

- a) Primary – to be categorised as Primary, fires must be either:
 - occurring in a (non-derelict) building, vehicle or outdoor structure;
 - involving fatalities, non-fatal casualties or rescues, or
 - attended by 5 or more appliances.
- b) Secondary – are generally outdoor fires which do not involve people or property.
- c) Chimney – are fires in buildings where the flame was contained within the chimney structure and did not meet any of the requirements to become a Primary Fire.

3.2. Analysis

The number of fires has increased by 3.4% (34 incidents) in Q1-Q2 2020-21 compared with the same period in 2019-20 (Table 4). The overall number of fire incidents usually follows a seasonal trend, increasing in the warmer, summer months and decreasing during the winter; this can be seen in Figure 4.

Table 4 – Total Fires

Total Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Primary Fires	525	466	-59	-11.2%
Secondary Fires	453	549	+96	+21.2%
Chimney Fires	22	19	-3	-13.6%
Total	1000	1034	+34	+3.4%

- a) There was a total of 466 Primary Fires in Q1-Q2 2020-21. This is a decrease of 59 incidents in comparison to Q1-Q2 2019-20.
- b) There was a total of 549 Secondary Fires in Q1-Q2 2020-21. This is an increase of 96 incidents in comparison to Q1-Q2 2019-20.
- c) There was a total of 19 Chimney Fires in Q1-Q2 2020-21. This is a decrease of 3 incidents in comparison to Q1-Q2 2019-20.

The main changes in Fire incidents were the decrease of 59 Primary Fire incidents and the increase of 96 Secondary Fire incidents. Chimney Fires remain comparable to Q1-Q2 2019 with a slight decrease of 3 incidents. This is discussed further in section 3.4.

Figure 5 shows the 5-year trend line for the total number of fires recorded in each Q1-Q2 period between 2016-17 and 2019-20. Over the 5 year period, the number of Fire incidents has varied around an average of 1,106 incidents, with the lowest number in 2019-20 (1,000) and the highest in 2018-19 (1,327).

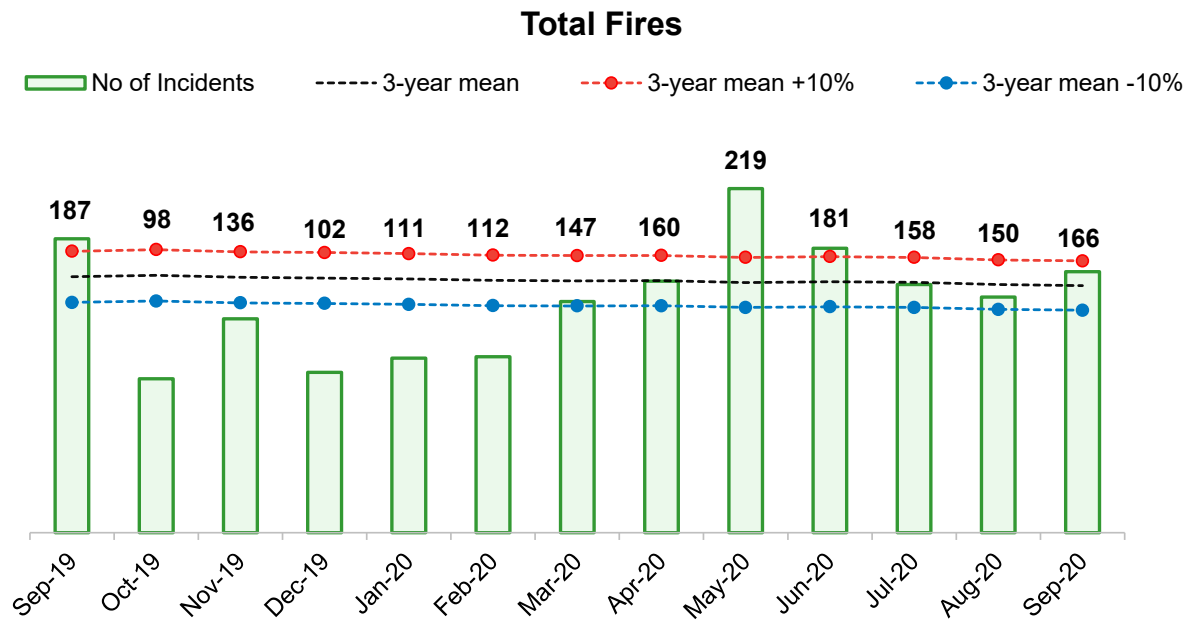


Figure 4 – Total Fires per month: from September 2019 to September 2020

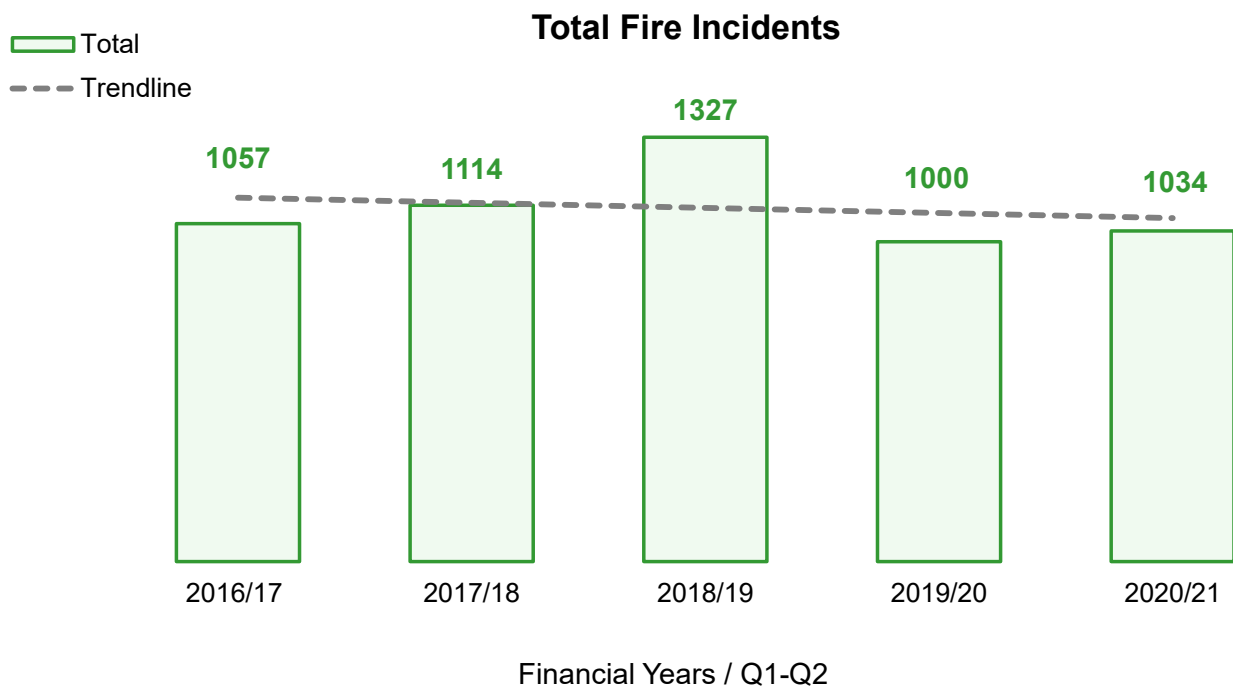


Figure 5 – Total Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

3.3. Primary fires

The number of Primary Fires in Q1-Q2 2020-21 has decreased by 59 incidents overall when compared to Q1-Q2 2019-20 (Table 5, Figure 6), with a gradual decline in numbers each month following a high of 91 incidents in May 2020.

Figure 7 shows the 5-year trend line for the total number of Primary Fires recorded in each Q1-Q2 between 2016-17 and 2020-21. The number of Primary Fires has remained low for the second year in a row, 171 incidents fewer than the highest number in 2018-19.

Table 5 – Primary Fires

Primary Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Building Fires	312	263	-49	-15.7%
Outdoor Fires	59	98	+39	+66.1%
Vehicle & Transport Fires	154	105	-49	-31.8%
Total	525	466	-59	-11.2%

- a) There were 263 Primary Building Fires in Q1-Q2 2020-21. This is a decrease of 49 incidents in comparison to Q1-Q2 2019-20.
- b) There were 98 Primary Outdoor Fires in Q1-Q2 2020-21. This is an increase of 39 incidents in comparison to Q1-Q2 2019-20.
- c) There were 105 Primary Vehicle & Transport Fires in Q1-Q2 2020-21. This is a decrease of 49 incidents in comparison to Q1-Q2 2019-20.

The total number of Primary Fires in Q1-Q2 2020-21 has decreased by 11.2% when compared to Q1-Q2 2019-20. This can be largely accounted for by the reduction in the numbers of Building Fires and Vehicle & Transport Fires.

In terms of the locations of the Primary Fires, the Wyre Forest station ground area had the largest percentage of all Primary Fires with 17.2% (80 incidents). The main cause of 18.8% of Primary Fires in the Wyre Forest area was caused by arson (15 incidents) followed by combustible items too close to a heat source with 11 incidents. Wyre Forest station ground also had the highest number of Primary Outdoor fires accounting for 26.5% of all Outdoor primary fires.

The decrease in the number of Vehicle & Transport Fires was mainly found in the urban areas of Hereford, Worcester, Evesham and Redditch. The biggest decrease was in the Hereford station ground area, with 13 fewer incidents than in Q1-Q2 2019-20, equating to an 81.3% decrease.

During Q1-Q2 2020-21, many people across England were subject to a lockdown by the government following the Covid-19 coronavirus outbreak. This could be one reason for the drop in the number of Vehicle and Transport Fires in the urban areas of Herefordshire and Worcestershire, as fewer people were using their cars. Alongside this, schools were closed as school terms were brought to an end earlier than usual in 2020-21; this may be a cause of the rise in deliberate Outdoor Fires

The most common fire start location of Primary Building Fires during Q1-Q2 2020-21 was in the Kitchen with 103 incidents, where the most common cause of fire was 'Cooking - other cooking' representing 38.8%. Just over 60% of all Primary Building Fires resulted in a Fire damage area of less than 5sq.m. and there were no Primary Fire fatalities. The Service continues to improve response times to Primary Building Fires, and further information can be found in Section 6.2 of this report.

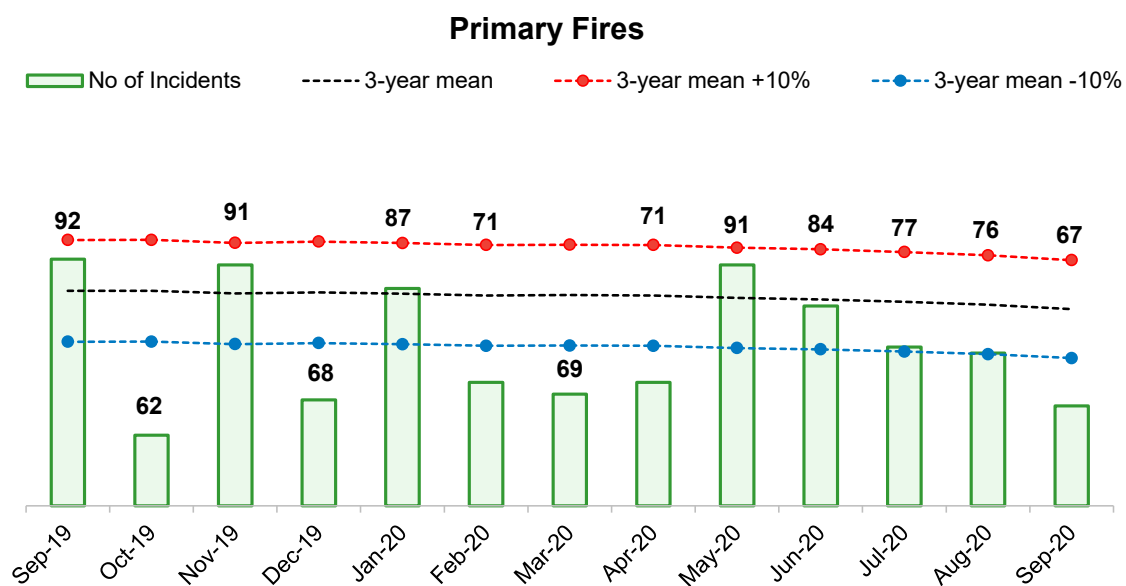


Figure 6 – Primary Fires per month: from Sept 2019 to Sept 2020

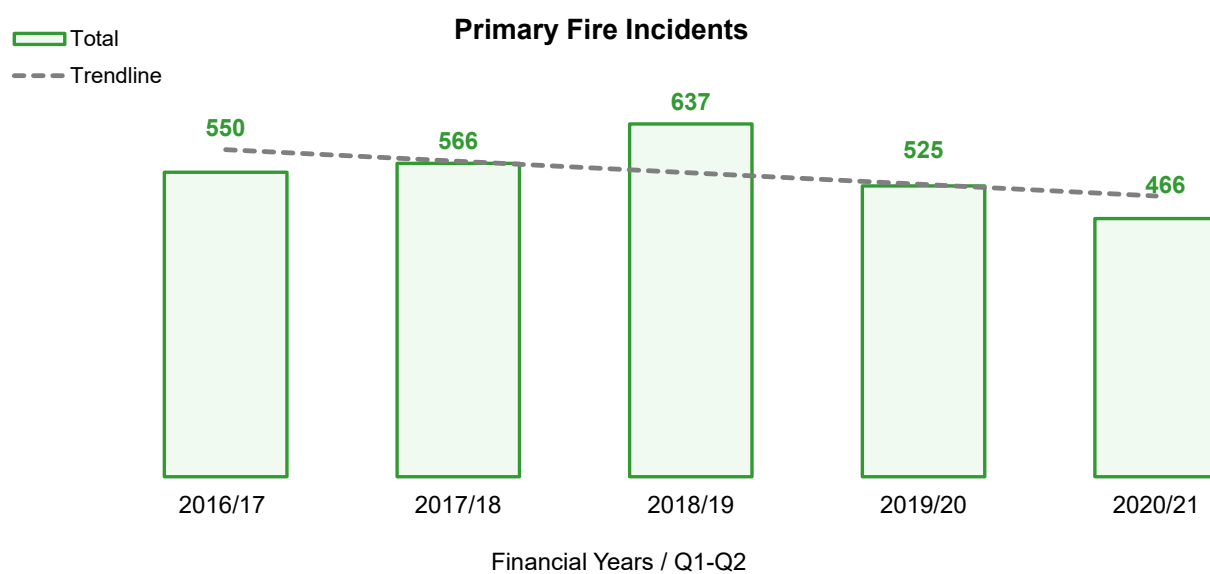


Figure 7 – Primary Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

Table 6 – Primary Fires casualties

Primary Fires Casualty*: severity	Q1-Q2 2019-20		Q1-Q2 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	1	1	0	0	-100.0%	-100.0%
Victim went to hospital, injuries appear to be Serious	8	9	9	11	+12.5%	+22.2%
Victim went to hospital, injuries appear to be Slight	10	13	14	18	+40.0%	+38.5%
First aid given at scene	11	12	14	16	+27.3%	+33.3%
Total	30	35	37	45	+23.3%	+28.6%

* Note: the above casualty severity data refers to all Primary Fire incidents regardless of property type (see section 3.1 to see how Primary Fires are classified).

Although the number of Primary Fires for Q1-Q2 2020-21 decreased when compared to Q1-Q2 2019-20, the total number of casualties increased by 28.6%. There have been no Primary Fire fatalities within this period, but all of the other categories have increased.

When comparing Q1-Q2 2019 to Q1-Q2 2020 the types of incidents where a casualty occurred has changed. Where the injury was serious there were 2 more casualties (Table 6) than the same period in 2019 with 4 additional serious casualties at Primary Building Fires and 1 more casualty at Primary Outdoor Fires, however there were 3 less casualties in Primary Vehicle Fires. Out of the 4 additional serious casualties at a Primary Building Fire, 3 of these casualties were due to 2 incidents which were caused deliberately. Where the injury was slight, there were 5 additional casualties (Table 6) when compared to the same period in 2019. Three of these casualties were due to one incident that involved a road/other transport vehicle and the other two casualties were at two separate Primary Outdoor Fire incidents. The four additional casualties where first aid was given were all a result of a Primary Building Fire.

Primary Fire Injuries and Fatalities

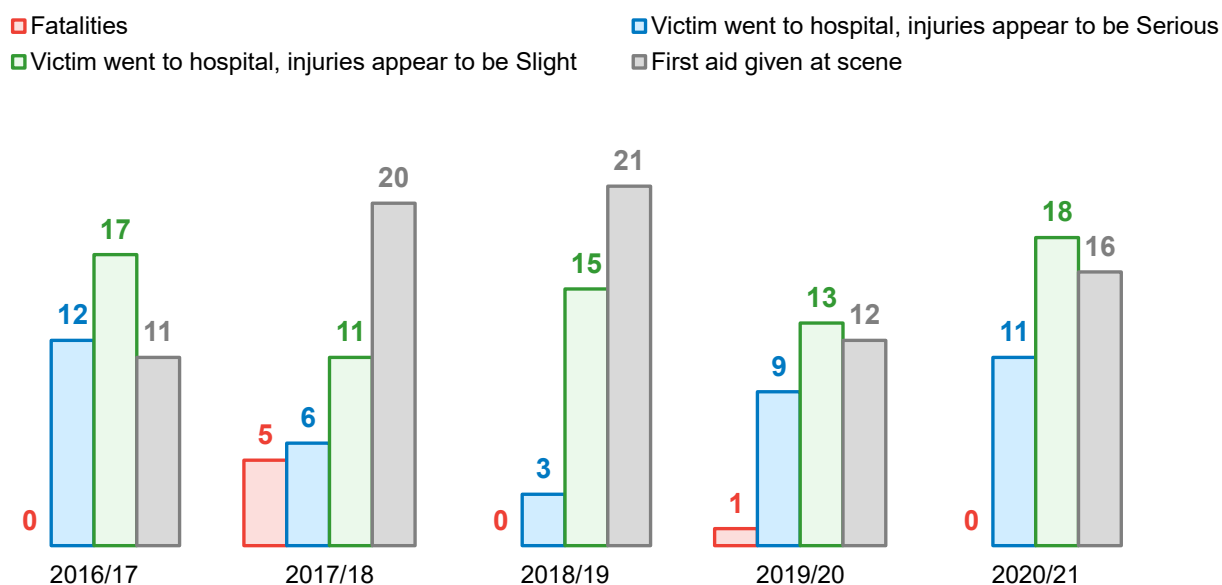


Figure 8 – Primary Fire Injuries and Fatalities: from Q1-Q2 2016-17 to Q1-Q2 2020-21

3.4. Secondary fires

The number of Secondary Fires in Q1-Q2 2020-21 increased by 21.2% when compared to Q1-Q2 2019-20 (Table 7, Figure 9) with the highest number of Secondary Fires occurring in May 2020. The number of Secondary Fires was above the 3 year average +10% for the whole of Q1-Q2 and the 96 incident increase can mainly be accounted for by the 80 incident increase in 'Grassland, Woodland and Crop' fires and the 36 incident increase in 'Other Outdoors (including land) fires.

Figure 10 shows the 5-year trend line for the total number of Secondary Fires recorded in each Q1-Q2 between 2016-17 and 2020-21. The 549 Secondary Fires is higher than the same period in 2019-20 but lower than the same period in 2018-19.

Table 7 – Secondary Fires

Secondary Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Grassland, Woodland and Crop	188	268	+80	+42.6%
Other Outdoors (including land)	121	157	+36	+29.8%
Outdoor Structures	102	97	-5	-4.9%
Building & Transport	35	20	-15	-42.9%
Outdoor Equipment & Machinery	7	7	0	0.0%
Total	453	549	+96	+21.2%

- a) Just under half of all Secondary Fires for Q1-Q2 2020-21 were 'Grassland, Woodland and Crop' fires, increasing by 80 incidents when compared to Q1-Q2 2019-20.
- b) The second largest proportion of Secondary Fires for Q1-Q2 2020-21 were Other Outdoors (including land) fires, increasing by 36 incidents when compared to Q1-Q2 2019-20.
- c) There were falls in the numbers of Building & Transport fires Outdoor Structures fires during Q1-Q2 2020-21 compared to Q1-Q2 2019-20.

While 59.6% of all Secondary Fires were caused by accident (including unknown), 40.4% were recorded as deliberate. The main cause for 29% of all Secondary Fires was 'Loose refuse (incl. in garden)' and 'Private/Domestic garden/allotment (vegetation not equipment/building)'. These causes may be related to the Covid-19 lockdown during Q1-Q2 2020-21. As more people were at home for longer periods of time, paired with the good weather seen in Herefordshire and Worcestershire (see Section 2.6), more people were able to tend to their gardens and allotments.

The highest number of Secondary Fires was located in Wyre Forest with 21.5% of the total (118 incidents). This was followed by Redditch (14.2%) and Worcester (13.1%). 55.1% of all Secondary Fires in Wyre Forest were Grassland, Woodland and Crop fires (65 incidents).

The highest number of 'Other Outdoors (including land) fires was also located in Wyre Forest (35 incidents), and over half of these (57.1%) were deliberate. The highest number of 'Outdoor Structures' fires was located in Redditch (20 incidents); 4 of these fires were recorded as deliberate.

64.3% of all Secondary Fires had an estimated fire damage of up to 5sq.m. reflecting the Service's effective response to incidents. However, two incidents had fire damage estimated over 10,000 sq.m.

One was in Peterchurch in May 2020 and involved Heathland/Moorland, which took over two hours to extinguish. The other was in Hereford in August, and was an accidental wildfire in ‘Grassland, Woodland and Crops’, which took under an hour to extinguish.

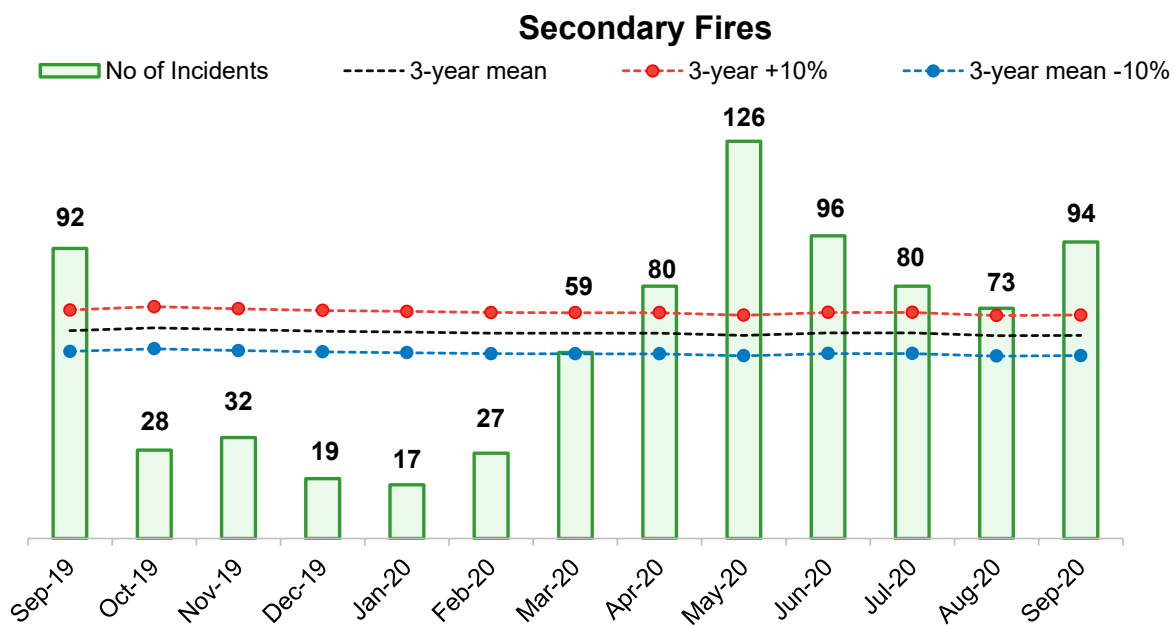


Figure 9 – Secondary Fires per month: from Sept 2019 to Sept 2020

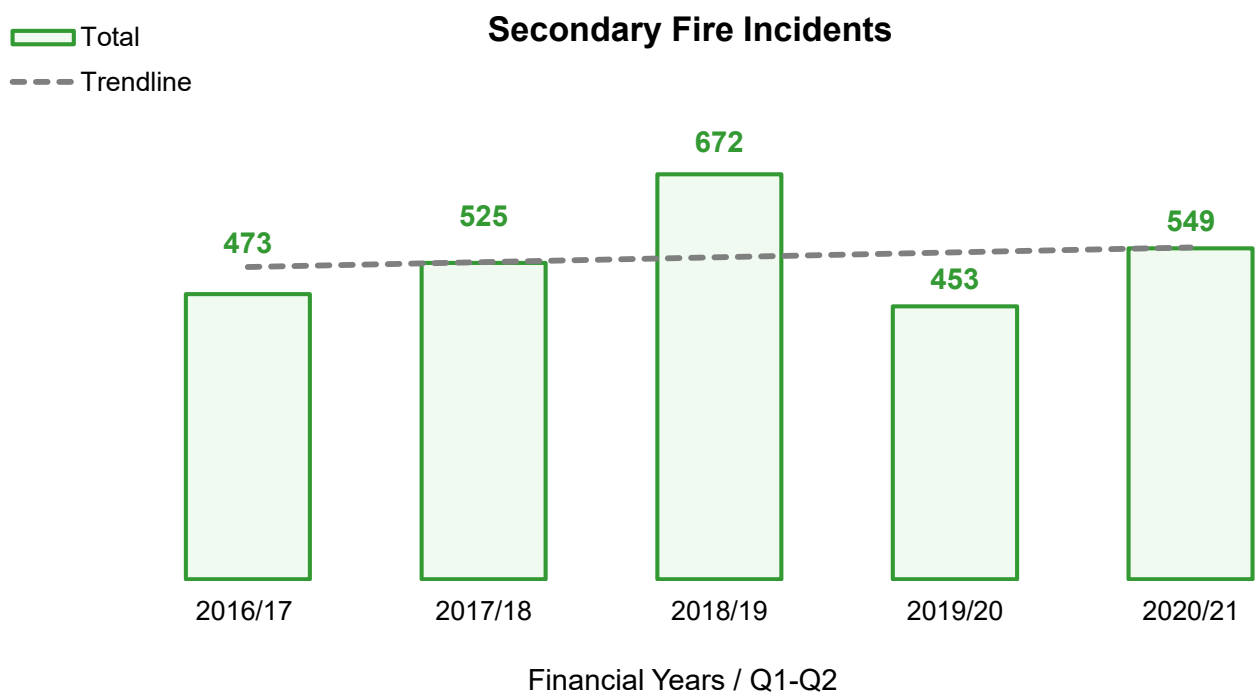


Figure 10 – Secondary Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

3.5. Chimney fires

The number of Chimney Fires in Q1-Q2 2020-21 decreased by 13.6% when compared to Q1-Q2 2019-20 (Table 8, Figure 11) with nearly half occurring in April 2020.

Figure 12 shows the 5-year trend line for the total number of Chimney Fires recorded in each Q1-Q2 between 2016-17 and 2020-21. The 19 Chimney Fires is the second lowest number seen in the previous five year period and continues to show a general downward trend.

Figure 13 shows the distribution of the 12 Chimney Fires in Q1-Q2 2020-21 by fire station ground.

Table 8 – Chimney Fires

Chimney Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
April	9	9	0	0%
May	4	2	-2	-50.0%
June	6	1	-5	-83.3%
July	0	1	+1	+100.0%
August	0	1	+1	+100.0%
September	3	5	+2	+66.6%
Total	22	19	-3	-13.6%

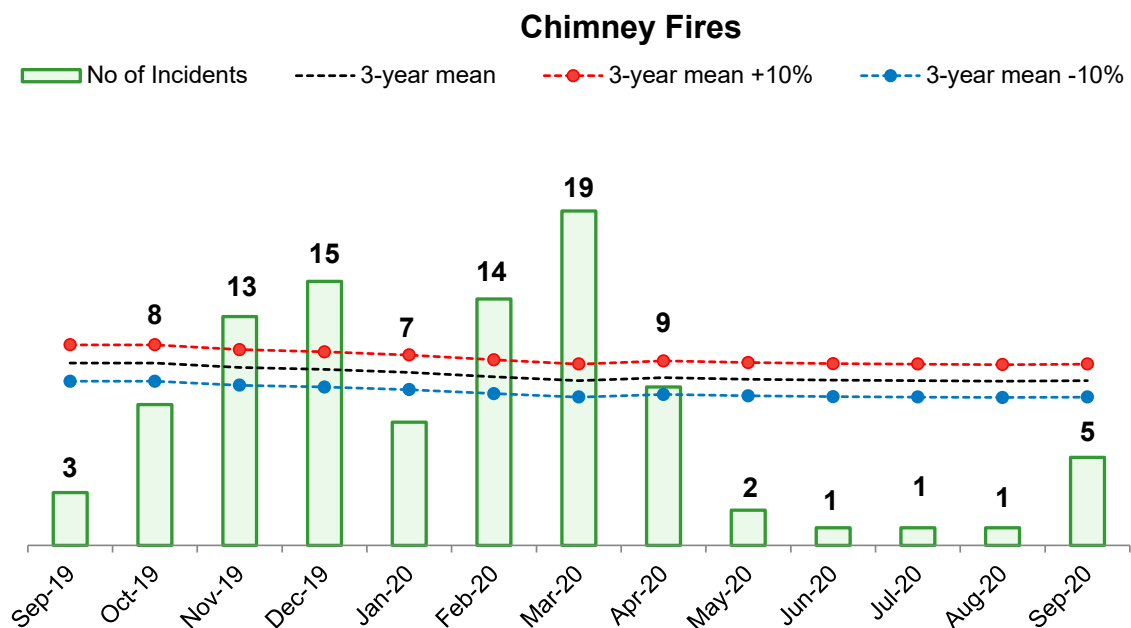


Figure 11 - Chimney Fires per month: from Sept 2019 to Sept 2020

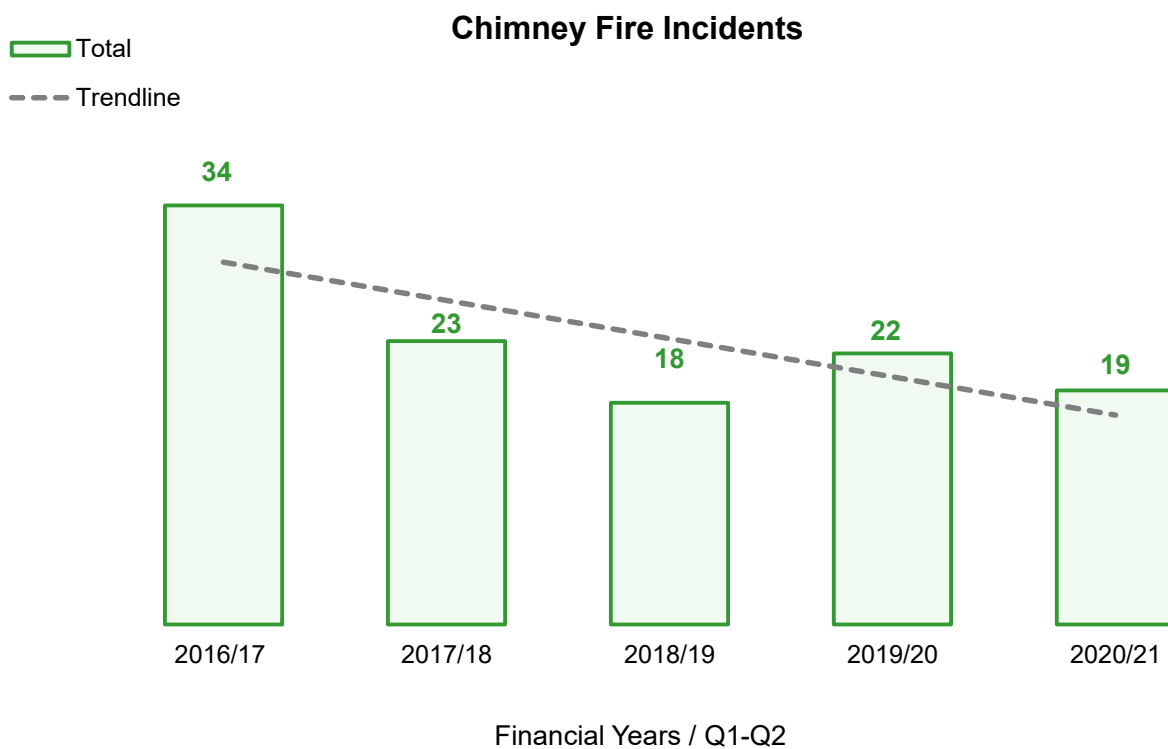


Figure 12 – Chimney Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

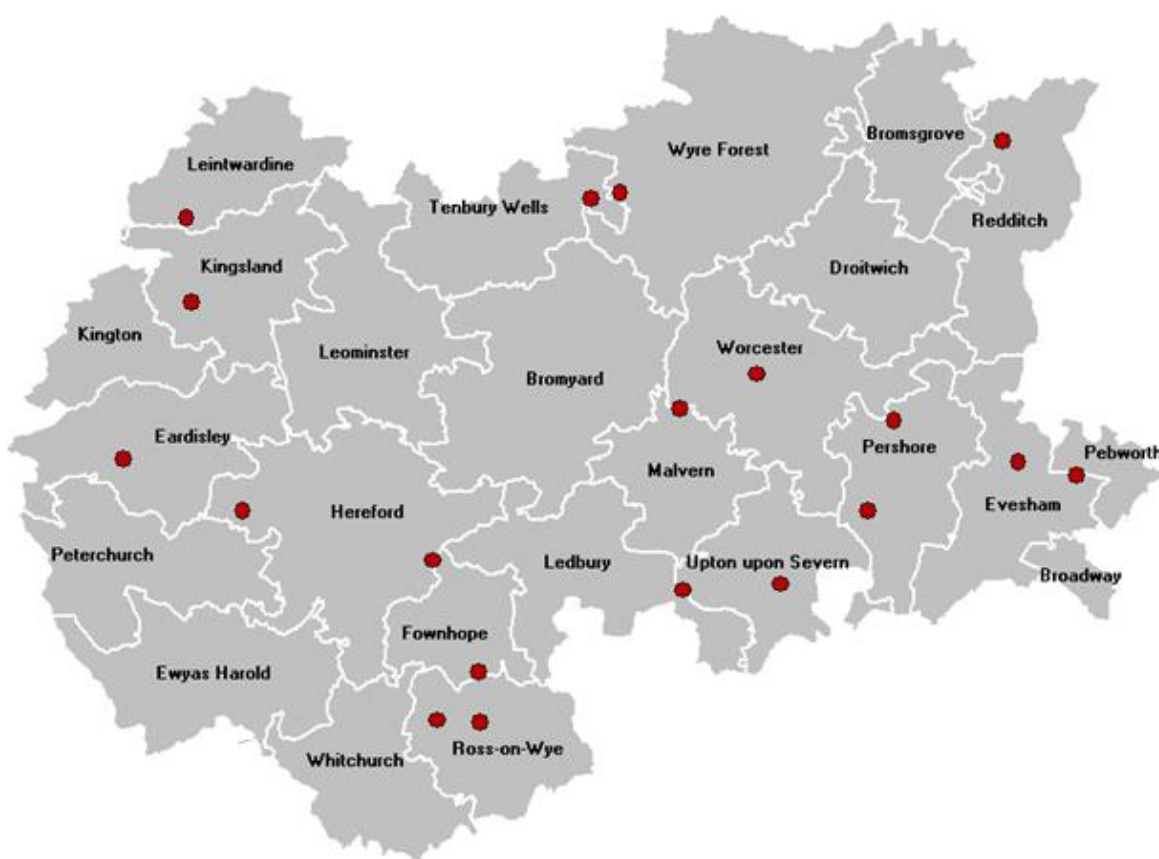


Figure 13 – Chimney Fires per station ground area in Q1-Q2 2020-21

4. Special Service incidents

4.1. Introduction

Special Service incidents are incidents attended, which are neither fire nor false alarm related. This report (and accompanying data tables) groups together the Special Services into eight main categories (see Table 9). These categories comprise of either the most common incident types or incident types that are of particular interest. The 'Other Special Services' sub-category contains all incidents that do not fit within the other categories and include types such as, but not limited to, 'Hazardous Materials incident', 'Evacuation (no fire)', 'Suicide/attempts' and 'Medical Incident'. The figures relating to Road Traffic Collisions (RTCs) in this section are those that have been closed as a Special Service. Note that an incident closed as a Fire that was due to an RTC is not included, but can be found in the 'Building & Transport' section of Table 7 above.

4.2. Analysis

The number of Special Service incidents in Q1-Q2 2020-21 decreased by 16.7% (193 incidents) when compared to Q1-Q2 2019-20 (Table 9, Figure 14). Most of the incidents occurred in August 2020, with a total of 215 incidents, taking August above the 3-year mean +10% tolerance level. July was just below, and September's figures were on the 3 year mean – 10% tolerance.

Figure 15 shows an increasing 5-year trend line for the total number of Special Service incidents recorded in Q1-Q2 between 2016-17 and 2020-21.

Table 9 – Special Services

Special Service sub-categories	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Animal assistance	60	73	+13	21.7%
Assist other agencies	204	165	-39	-19.1%
Effecting entry/exit	140	113	-27	-19.3%
Flooding	52	65	+13	+25.0%
Lift release	26	19	-7	-26.9%
Rescue or evacuation from water	22	25	+3	+13.6%
RTC	337	237	-100	-29.7%
Other Special Services	317	268	-49	-15.5%
Total	1158	965	-193	-16.7%

- The largest proportion of Special Service incidents in Q1-Q2 was in the Other Special Services sub-category, with 268 incidents or 28% of the total. The largest proportion of incident types in this category was 'No action (not false alarm)' with 15.7% (where service was not required). This was followed by 'Removal of objects from people' (11.2%), 'Other rescue/release of persons' and 'Suicide/attempts' (both 10.8%).
- The largest decrease in Special Service incidents in Q1-Q2 2020-21 was in Road Traffic Collisions (RTCs) down by 29.7% (-100 incidents) when compared to Q1-Q2 2019-20. Further analysis can be found in section 4.3.
- The second largest decrease was in the collaborative incident types – 'Assist other Agencies' and 'Effecting entry/exit' - with 39 and 27 incidents fewer than the same period

last year respectively. However, they still accounted for over a quarter (28.8%) of all Special Service incidents in Q1-Q2.

- d) The largest proportion of Special Service incidents (16.9%) were located in Worcester's station ground. 29.4% of these were a collaborative incident type such as Assist other Agencies and Effecting entry/exit. This was followed by Hereford station ground with 131 (13.6%) Special Service incidents.
- e) There were 13 additional flooding incidents in Q1-Q2 2020-21 when compared to the same period in 2019. 41.5% of the flooding incidents in 2020-21 occurred in the month of August where there was the highest average rainfall of all the months in Q1-Q2 with 5.89cm (Section 2.6. Weather).

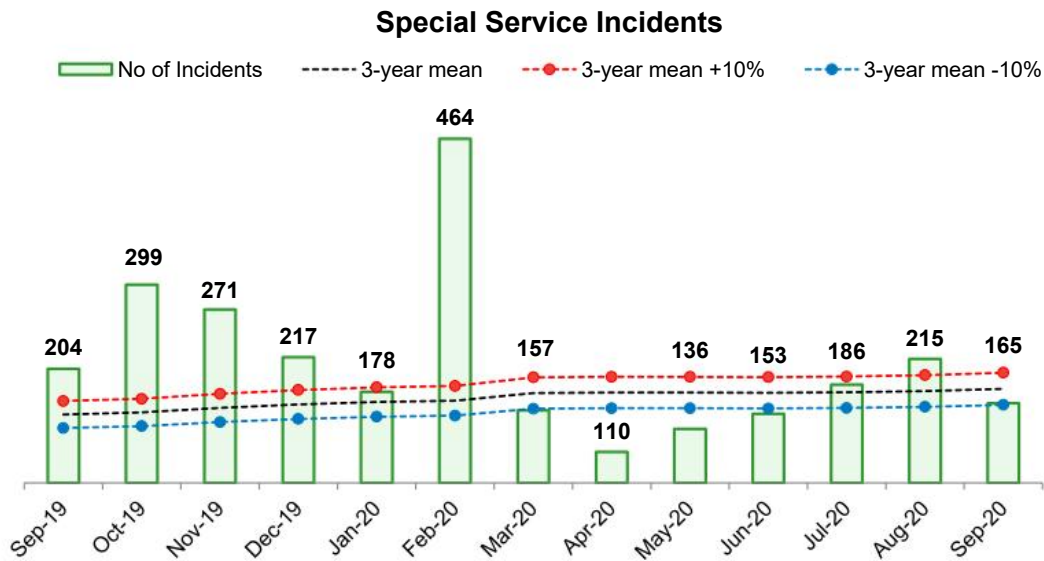


Figure 14 – Special Service incidents per month: from Sept 2019 to September 2020

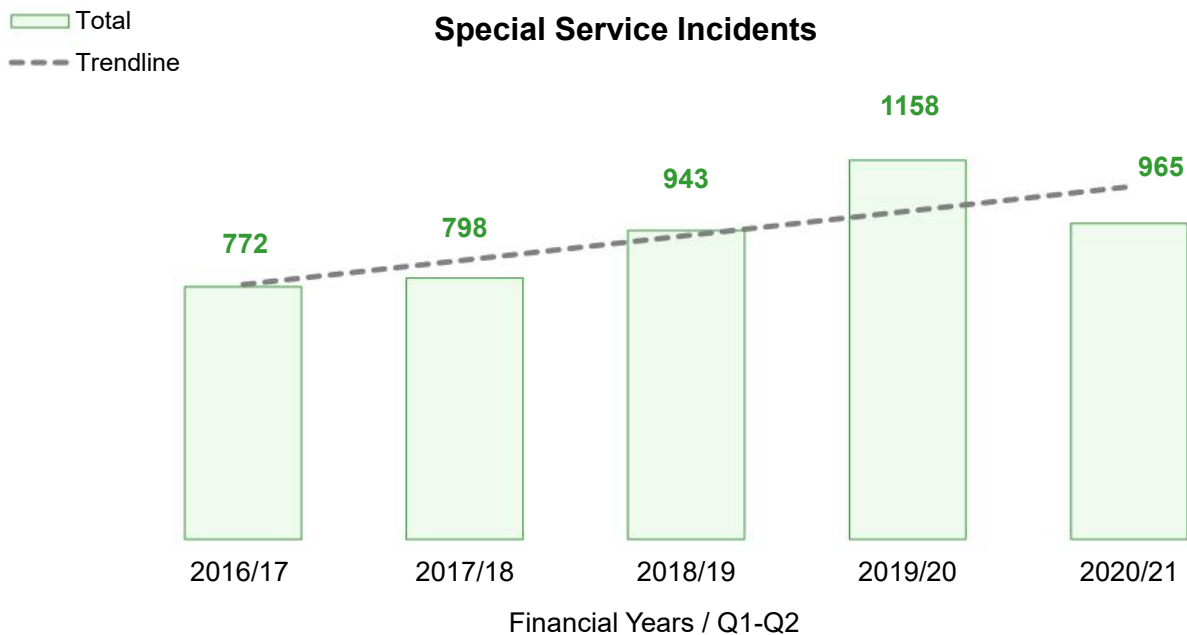


Figure 15 – Special Service incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21

Special Service Incidents

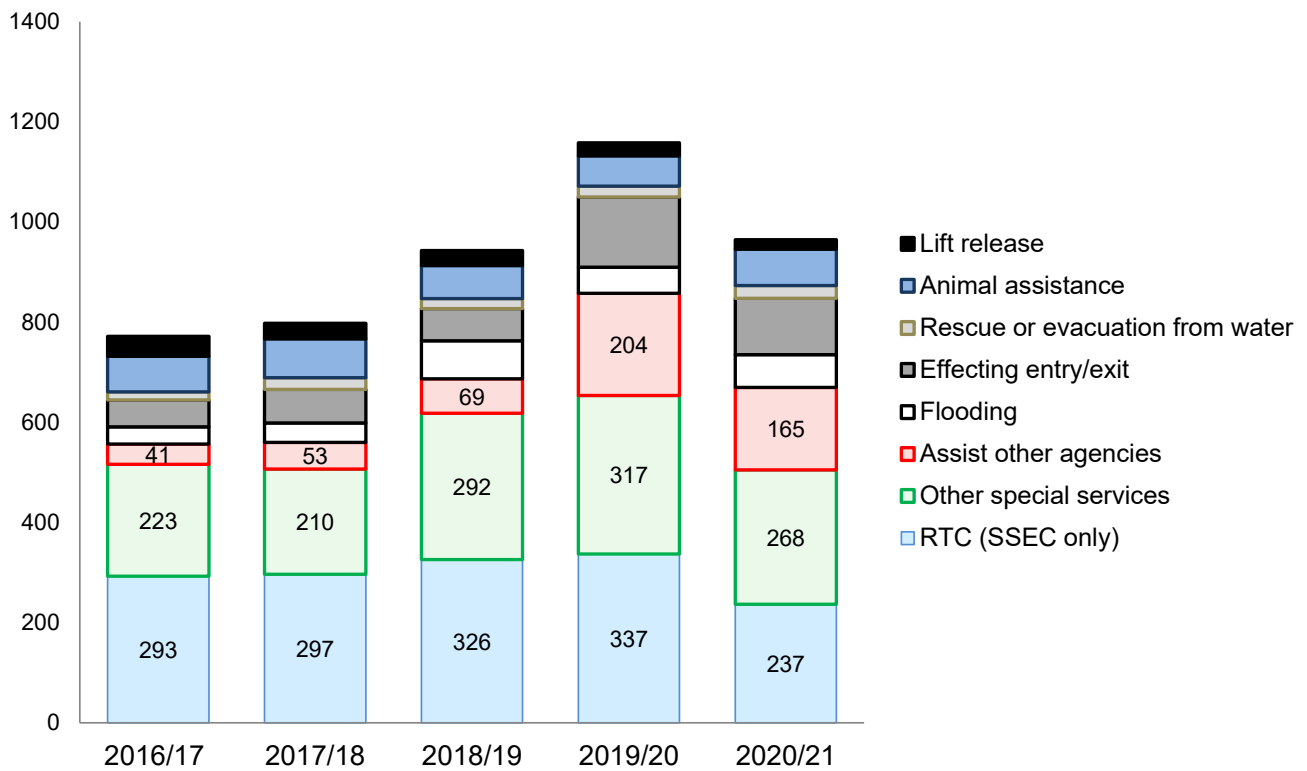


Figure 16 – Special Service incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21

4.3. Total RTC incidents

The number of Road Traffic Collision (RTC) incidents reflects the total number of incidents in the two counties that were attended by HWFRS crews; and only includes those incidents with the Special Service closure code. Incidents that were RTCs, but which were closed as a different code (e.g. Fire or Assisting other agencies) are not included in the total figure. This report (and accompanying data tables) groups together the total RTC incidents into six main categories (Table 10). These categories comprise of either the most common incident types, or incident types of particular interest. The 'Other RTC' sub-category contains all incidents that do not fit within the chosen categories and include types such as (but not limited to): 'Medical assistance only', 'Stand by – no action' and 'Advice only'.

Table 10 – Total RTC incidents*

Total RTC Incidents	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Extrication of person/s	29	24	-5	-17.2%
Make scene safe	53	36	-17	-32.1%
Make vehicle safe	204	146	-58	-28.4%
Release of person/s	22	13	-9	-40.9%
Wash down road	2	3	+1	+50.0%
Other RTC	27	15	-12	-44.4%
Total	337	237	-100	-29.7%

*Table 10 summarises the RTC incidents closed as Special Service – RTC.

- The number of RTC incidents attended in Q1-Q2 2020-21 declined by 29.7% (100 incidents) compared to the Q1-Q2 in 2019-20 (Table 10). The overall decrease in the number of RTCs attended could still be a consequence of the pandemic, as people continue to work from home, and journeys were restricted. With fewer cars on the road, there is less likelihood of an RTC occurring.
- Figure 18 shows the 5-year downward trend line for the total number of RTCs recorded in each Q1-Q2 between 2016-17 and 2020-21.
- Just under 77% of the RTC incidents attended required making a vehicle or the scene safe. These incidents had the largest decrease compared to the previous year, with 58 fewer incidents.
- 85% of all RTCs in Q1-Q2 2020-21 involved cars or multiple vehicles. The other 15% was made up of a variety of different vehicles including motor homes, vans and lorries.
- At the 237 RTC incidents in Q1-Q2 2020-21, 362 appliances were in attendance.
- Out of the 28 extrication of person/s incidents, 8 required 'roof removal' and 17 required 'other space creation'. The Service continues to effectively deal with incidents involving RTCs.

- Fatalities
- Victim went to hospital, injuries appear to be Serious
- Victim went to hospital, injuries appear to be Slight
- First aid given at scene

RTC - Injuries and Fatalities

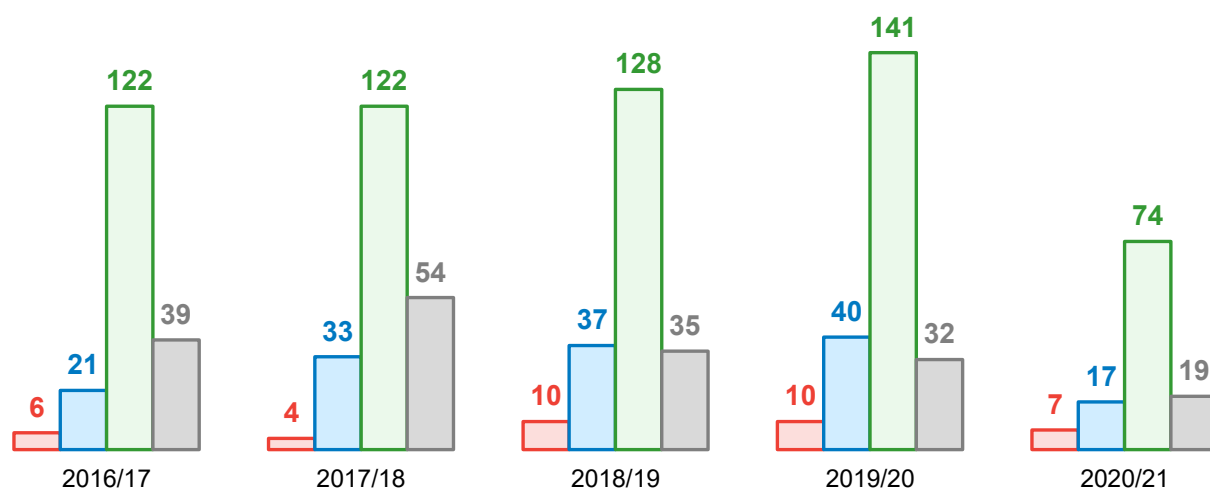


Figure 17 – RTC Injuries and fatalities quarterly data: from Q1-Q2 2016-17 to Q1-Q2 2020-21

Table 11 – Total RTC casualties*

Total RTC Casualty: severity	Q1-Q2 2019-20		Q1-Q2 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	9	10	6	7	-33.3%	-30.0%
Victim went to hospital, injuries appear to be Serious	35	40	15	17	-57.1%	-57.5%
Victim went to hospital, injuries appear to be Slight	106	141	52	74	-50.9%	-47.5%
First aid given at scene	25	32	17	19	-32.0%	-40.6%
Total	175	223	90	117	-48.6%	-47.5%

*Table 11 summarises the total incidents which were closed as Special Service – RTC.

The total number of RTC incidents for Q1-Q2 2020-21 declined by 29.7%, and this is also reflected by a corresponding decrease in the number of casualties -47.5% caused by RTCs. Each category of casualty severity fell between 30-58%, with 106 fewer casualties in Q1-Q2 2020-21 when compared with Q1-Q2 2019-20. These figures are the lowest for Q1-Q2 over the past five year period (Figure 17).

Unfortunately, 7 fatalities did occur during Q1-Q2, despite every effort made by the joint collaboration of the Fire and Rescue Service, Paramedics and the Police during these incidents.

The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

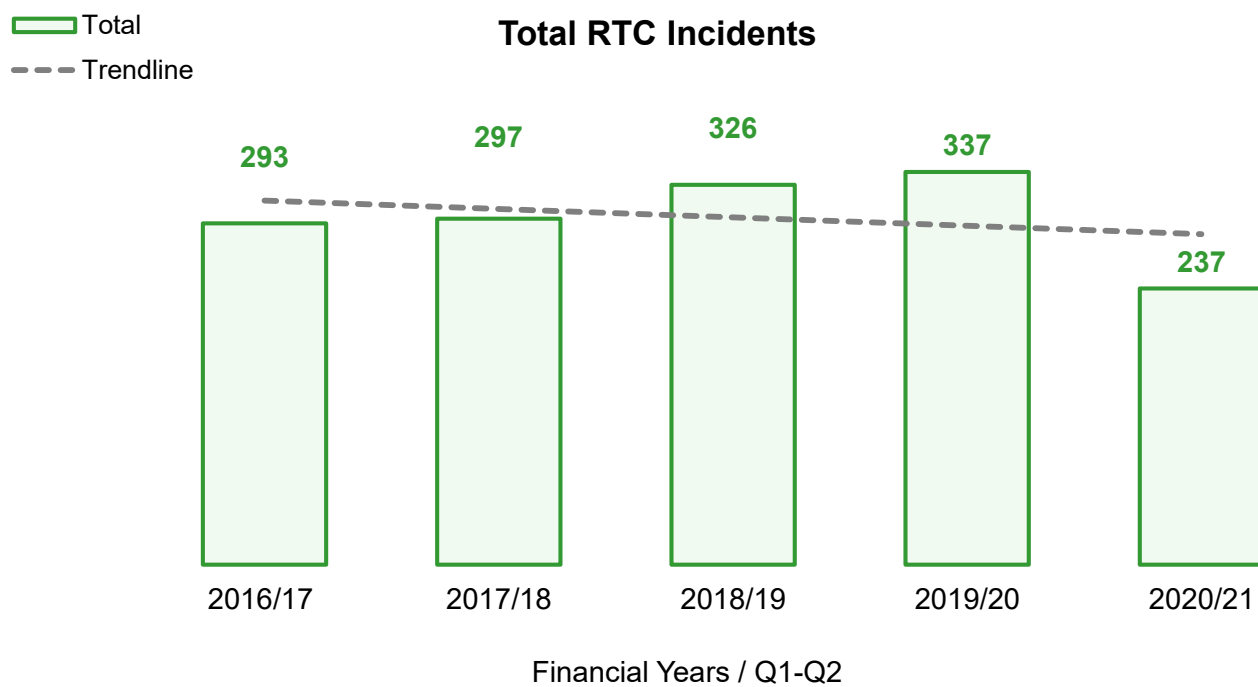


Figure 18 – RTC Incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21

5. False alarm incidents

5.1. Introduction

A 'Fire False Alarm' is an incident where the Service attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Types of false alarm as recorded in the IRS are:

- Malicious False Alarms – these are calls made with the intention of getting the Service to attend a non-existent incident, including for deliberate and suspected malicious intentions.
- Good Intent False Alarms – these are calls made in good faith in the belief that the Service would be attending a real incident.
- False Alarm due to Apparatus – these are calls initiated by fire alarm and fire-fighting equipment operating (including accidental initiation of alarm apparatus by persons or where an alarm operates and a person then routinely calls the Service as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).

5.2. Analysis

The number of False Alarm incidents attended in Q1-Q2 2020-21 decreased by 0.8% (14 incidents) compared to Q1-Q2 in 2019-20 (Table 12, Figure 19). The number of False Alarms was similar across April, May and June of Q1-Q2 with the peak occurring in August 2020.

Table 12 – False Alarms

Category	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Malicious False Alarms	30	13	-17	-56.7%
Good Intent False Alarms	471	523	52	+11.0%
Fire Alarm Due to Apparatus	1277	1228	-49	-3.8%
Total	1778	1764	-14	-0.8%

- a) Malicious False Alarms accounted for 0.7% of all False Alarms and more than halved from 30 to 13 in Q1-Q2 2020-21 when compared to Q1-Q2 2019-20.
- b) Good Intent False Alarm incidents accounted for 29.6% of all False Alarms for Q1-Q2 2020-21 and experienced the biggest growth by an additional 52 incidents (+11%) when compared to Q1-Q2 2019-20.
- c) Fire Alarm Due to Apparatus incidents represents the greatest proportion of the total amount of False Alarms with 69.6% for Q1-Q2 2020-21, though there was a decrease of 49 incidents when compared to Q1-Q2 2019-20.

Nearly half of all False Alarms originated from a domestic property (Dwelling and Other Residential) at 48.6%, compared with 30.4% at Non-Residential buildings. A further 16.7% of False Alarms were from outdoor property types – ‘Grassland, Woodland and Crop’, ‘Other Outdoors (including land)’ and ‘Outdoor Structures’.

Self-contained sheltered housing incurred the highest number of False Alarms in Q1-Q2 2020-21 with 278 incidents. Of these, 93.5% occurred due to apparatus and 46.76% of the False Alarms were caused by ‘Cooking/burnt toast’.

The 52 incident increase in Good Intent False Alarms is mainly accounted for by an increase of 85 incidents caused by ‘Controlled Burning’ when compared to Q1-Q2 2019-20. Over a third (39%) of all Good Intent False Alarm incidents involved ‘Loose refuse (incl. in garden)’ and ‘Private/Domestic garden/allotment (vegetation not equipment/building)’, where 79.5% of all Good Intent False Alarm calls originated from a person (mobile or landline). Previously noted in section 3.4 of the Secondary Fire analysis, these property types were also the main cause for 29% of all Secondary Fires in Q1-Q2. The rise in Secondary Fires coincides with the rise in Good Intent False Alarms, as more people were at home as a result of the lockdown in Q1-Q2, with more people able to tend their gardens, resulting in more Secondary Fires and Good Intent False Alarms where in total, 43.2% of the causes for the Good Intent False Alarms were due to controlled burning.

During Q1-Q2 2020-21, there were 1,764 False Alarm incidents with an overall attendance by appliances 1,873 times. Most incidents occurred in Wyre Forest station ground with 313 incidents (17.74%), followed by Worcester (312 incidents, 17.69%) and Hereford (247 incidents, 14%). 97 (5.5%) False Alarm calls resulted in more than one appliance attending. One incident in May resulted in the attendance of five appliances to a dwelling; although this incident turned out to be a Good Intent False Alarm. The Service continues to take all potential fires seriously, and mobilises appropriately until the False Alarm is confirmed.

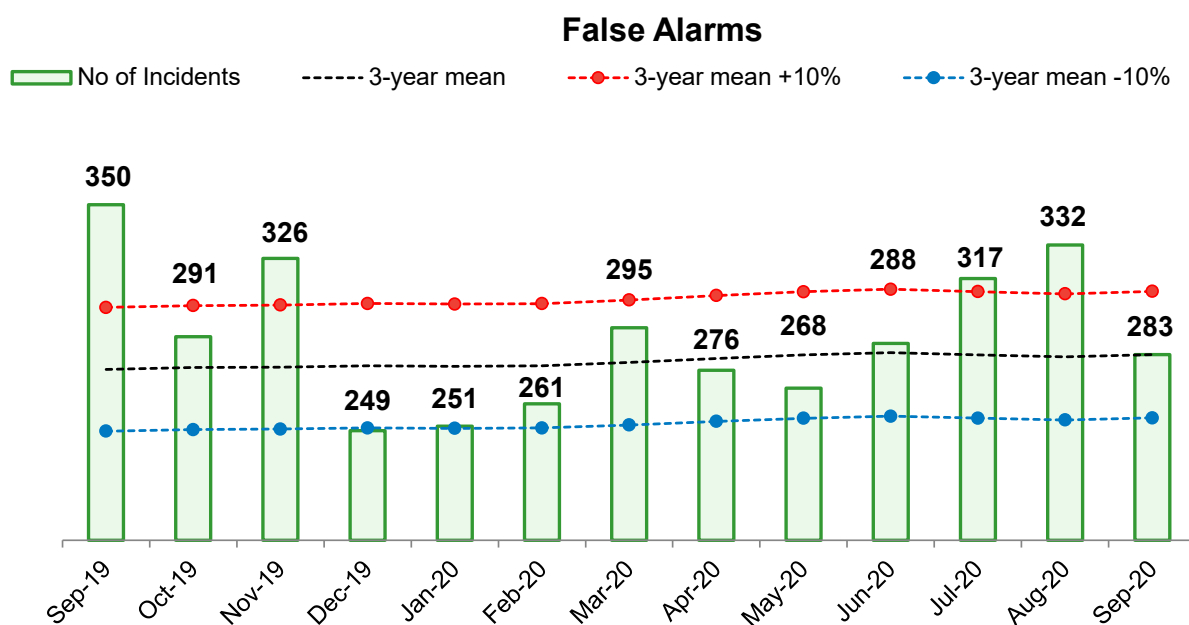


Figure 19 – False Alarm incidents per month: from September 2020 to September 2021

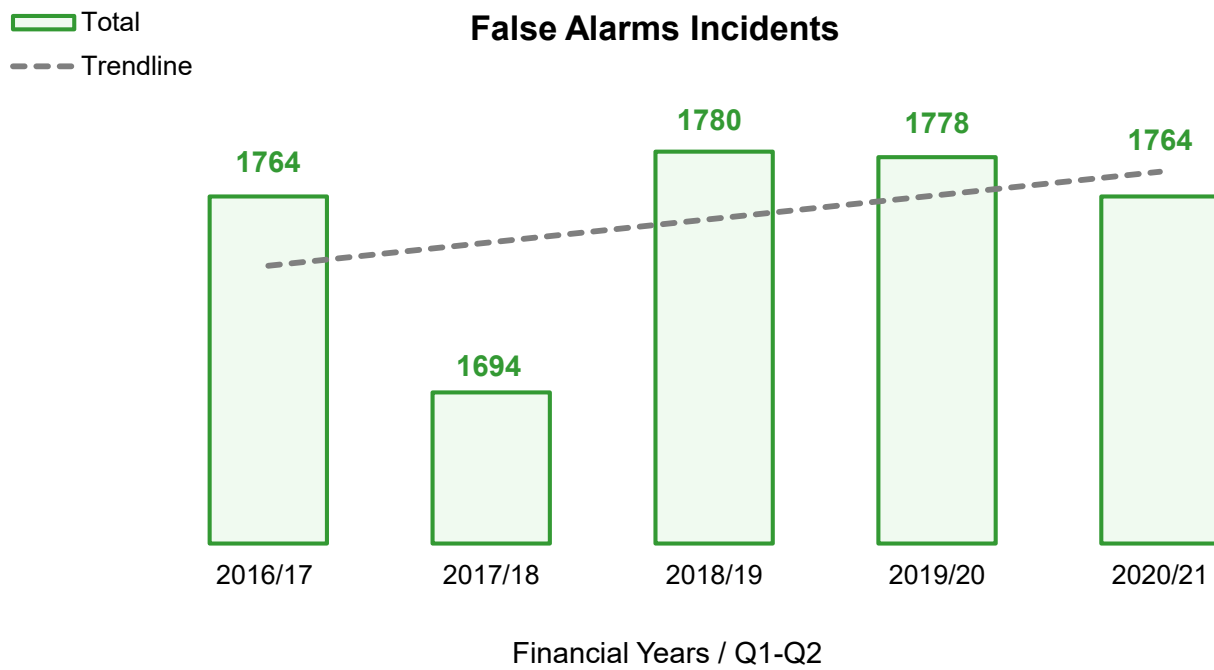


Figure 20 – False Alarm incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21

6. Attendance Standards

6.1. Introduction

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first fire appliance to arrive at all Primary Building Fires within 10 minutes on at least 75% of occasions. The definition for Primary Fires can be found in section 3.1 of this report. To classify as a building in this standard, the property should be either a dwelling or non-residential property.

This benchmark or measurement standard does not alter how quickly the Service attends incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues (e.g. fewer incidents in built up areas and more incidents proportionally outside of towns and cities) and weather or road conditions. All of these may increase the average time taken to attend incidents across both counties.

The Attendance Standard was developed prior to the introduction of the current Fire Control system and there is no exact match between a time recorded in the current system and the time used under the old method to record the time of call. The nearest time in the current system would be "Incident Created", which is after the time of call and is when Fire Control has identified the address in the database and pinpoints the nearest fire appliance.

6.2. First Fire Appliance at Primary Building Fires in Q1-Q2 2020-21

Table 13 provides a summary of how the Attendance Standard was met in Q1-Q2 2020-21 with a comparison of Q1-Q2 2019-20.

Table 13 – First fire appliance attendance at Primary Building Fires within 10 minutes

First fire appliance attendance	Q1-Q2 2019-20		Q1-Q2 2020-21	
Primary Building Fires attended within 10 minutes	148	47.44%	138	52.47%
Primary Building Fires not attended within 10 minutes	162	51.92%	122	46.39%
*Discarded incidents due to missing information	2	0.64%	3	1.14%
Total	312	100.00%	263	100%

**It should be noted that since January 2020 a new script is available to calculate the Attendance Standard which interrogates the IRS system directly. This allows Incident Commanders to manually add the missing information after the event. The previous procedure was based on the Brigid system (an appliance mobilising system) and, therefore, more incidents needed to be removed due to lack of information. To ensure that comparability between Q1-Q2 2019-20 and Q1-Q2 2020-21 results were accurate, the Attendance Standard for Q1-Q2 2019-20 has been re-calculated using a new analytical approach to retain consistency.*

- The total number of Primary Building Fires in Q1-Q2 2020-21 was 263, which is a 15.7% decrease when compared to the same period in 2019-20.
- The percentage of Primary Building Fires attended by the first fire appliance within 10 minutes during Q1-Q2 2020-21 was 52.47%, a 5.03% increase when compared to the same period in 2019-20 (Table 13).

Table 14 – First fire appliance attendance at Primary Building Fires average times

First fire appliance attendance (average times)	Q1-Q2 2019-20 (mm:ss)	Q1-Q2 2020-21 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:30	01:31
Turnout time (Time Mobilised until Time Mobile)	02:41	02:17
Travel time (Time Mobile until Appliance Arrival at Scene)	06:42	06:43
Time of Call to Arrival at Scene	10:53	10:31

**It should be noted that call handling time, turnout time and travel time are three independently averaged values, and, therefore, may not always add up.*

- a) The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q2 2020-21 was 10 minutes and 31 seconds, an average improvement of 22 seconds when compared with Q1-Q2 2019-20 (Table 14).
- b) Call handling time remained similar to Q1-Q2 2019-20 with only a one second average increase.
- c) The turnout time improved by an average of 24 seconds.
- d) The travel time remained similar to Q1-Q2 2019-20 with only a one second average increase.

Out of the 263 Primary Building Fires, 138 responses met the Attendance Standard and were attended by the first appliance within 10 minutes, and 122 did not meet the Standard (as shown in Table 13).

When completing an incident report the Incident Commanders are able to give a reason for not meeting the Attendance Standard. As the Attendance Standard is calculated by using the time of call until arrival at scene, there may be occasions when an Incident Commander gives a reason for not meeting the standard, but actually met it. In Q1-Q2 2020-21 there were 4 incidents which had a reason for not meeting the standard, but had actually passed.

Table 15 –Primary Building Fire Attendance Standard not met – reason

Reason for not meeting Attendance Standard	No. of incidents
Incorrect or insufficient information passed to control on initial call	1
Known False Alarm	1
Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only)	2
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	2
Reason not given	3
Incident outside station turnout area	3
Training event delaying turn out, e.g. drilling	3
Difficulty in locating incident address	3
Appliance not booked in attendance	7
Responding at normal road speed, e.g. Automatic Fire Alarms	10
Turn in time (Retained and Day Crew only)	18
Travel distance to the incident	69
Total	122

Out of the 122 incidents that did not meet the Primary Building Fire Attendance Standard:

- a) Travel distance to the incident was the main cause for over half with 56.56% (69 incidents)
- b) The second most common reason with 18 incidents (14.75%) was due to Turn in time (Retained and Day Crew only)

7. First On-Call (Retained) Appliance Availability

Gartan is an online crew and appliance availability management system. A report from the system was produced on 19th October 2020 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance increased by 11.37% in Q1-Q2 2020-21 when compared with Q1-Q2 2019-20 (Table 16).

From 1st March 2019, Wholetime appliances at Droitwich, Evesham and Malvern were retained at night (18:00-08:00) and therefore a weighted average has been applied to calculate the availability of first On-call appliances at these locations. Wyre Forest is a new station which opened in March 2020. This station replaced Kidderminster, Bewdley and Stourport. Therefore in Table 16 in Q1-Q2 2019-20, Wyre Forest is the sum of Kidderminster, Bewdley and Stourport attendance.

Station	County	Q1-Q2 2019-20	Q1-Q2 2020-21	Change %
Bromyard	Herefordshire	97.55%	99.04%	+1.49%
Eardisley	Herefordshire	93.61%	90.43%	-3.18%
Ewyas Harold	Herefordshire	99.98%	100.00%	+0.02%
Fownhope	Herefordshire	90.64%	88.13%	-2.51%
Hereford	Herefordshire	98.08%	95.39%	-2.69%
Kingsland	Herefordshire	98.37%	99.74%	+1.37%
Kington	Herefordshire	96.62%	99.11%	+2.49%
Ledbury	Herefordshire	99.48%	98.43%	-1.05%
Leintwardine	Herefordshire	96.06%	98.59%	+2.53%
Leominster	Herefordshire	99.74%	99.56%	-0.18%
Peterchurch	Herefordshire	60.02%	97.73%	+37.71%
Ross-on-Wye	Herefordshire	100.00%	100.00%	+0.00%
Whitchurch	Herefordshire	71.46%	85.77%	+14.31%
Broadway	Worcestershire	34.02%	42.73%	+8.71%
Bromsgrove	Worcestershire	55.95%	91.06%	+35.11%
Droitwich	Worcestershire	66.47%	66.22%	-0.25%
Evesham	Worcestershire	91.47%	95.10%	+3.63%
Malvern	Worcestershire	87.00%	90.30%	+3.30%
Pebworth	Worcestershire	76.78%	95.06%	+18.28%
Pershore	Worcestershire	92.92%	96.37%	+3.45%
Redditch	Worcestershire	86.19%	99.14%	+12.95%
Tenbury Wells	Worcestershire	98.88%	96.17%	-2.71%
Upton upon Severn	Worcestershire	91.89%	94.73%	+2.84%
Worcester	Worcestershire	60.83%	71.64%	+10.81%
Wyre Forest	Worcestershire	67.90%	97.22%	+29.32%
Total		84.48%^a	91.51%^a	7.03%^a

Table 16 – First fire appliance On-Call (Retained) availability in Q1-Q2 2020-21

^aThe average (mean) of availability of first appliances only.

- The first fire appliance On-Call (Retained) availability increased by 7.03%^a in Q1-Q2 2020-21 compared to Q1-Q2 2019-20.
- Whole-time pumping appliance availability was 99.59% in Q1-Q2 2020-21 compared to 99.44% in the same period of 2019-20.
- All pumping appliance availability was 86.90% in Q1-Q2 2020-21 compared to 77.84% in the same period of 2019-20.

8. Absence management

8.1. All staff sickness

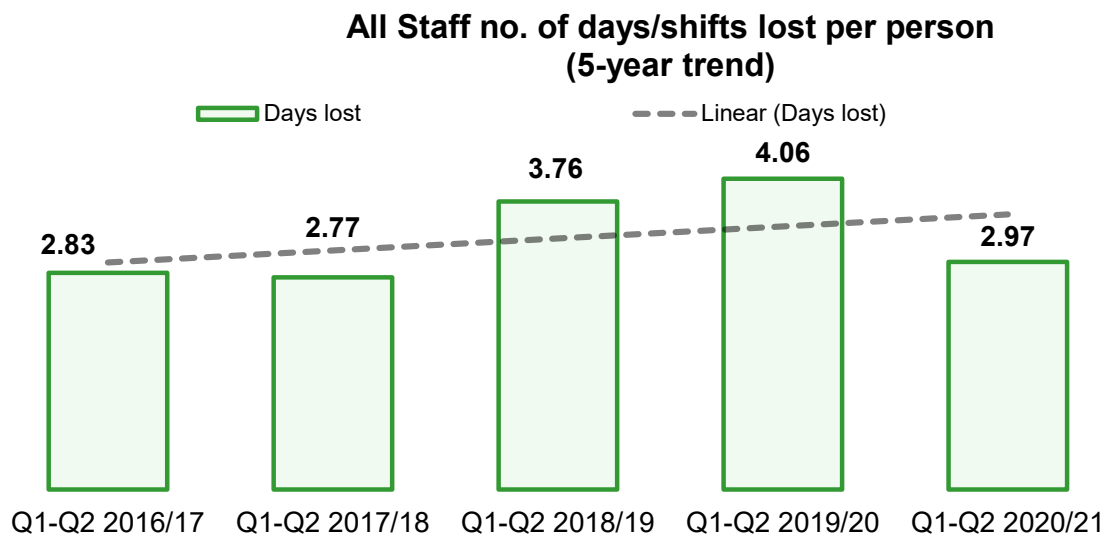


Figure 21 – All Staff Sickness: from Q1-Q2 2016-17 to Q1-Q2 2020-21

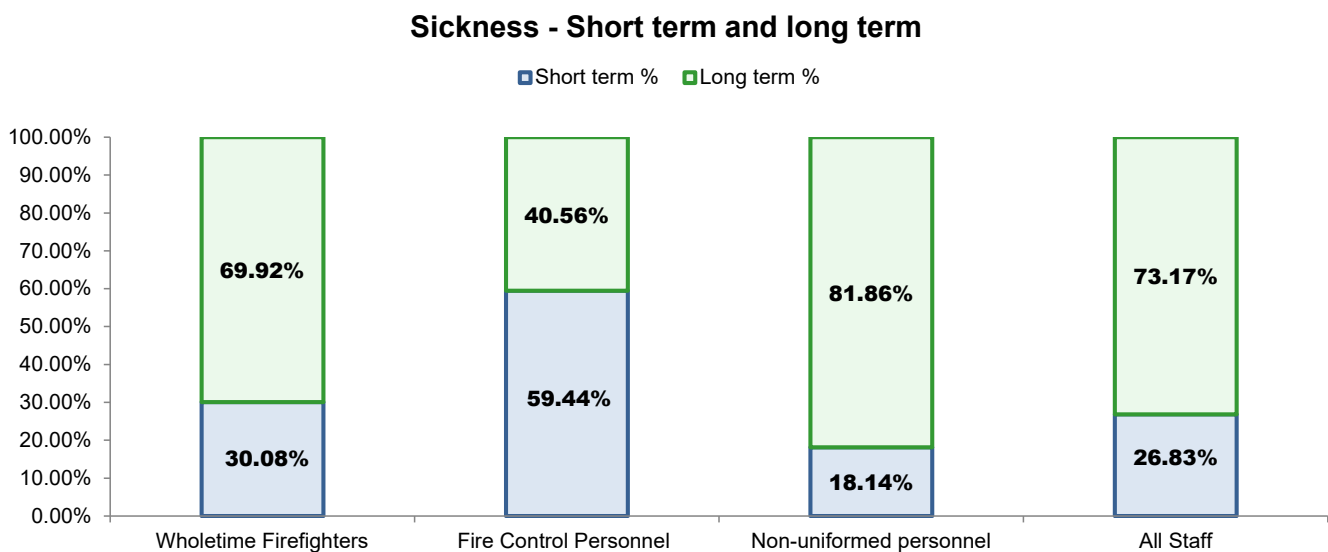


Figure 22 – Staff Sickness (Short term/Long term) Q1-Q2 2020-21

- The number of days/shifts lost per person in Q1-Q2 was 2.97 a decrease when compared to Q1-Q2 2019-20 with 4.06 days lost per person.
- Long-term sickness continues to form the greatest proportion of All Staff Sickness with 73.17%.

- c) Sickness figures for other Fire and Rescue Services are generally only available a quarter in arrears and are currently unavailable.
- d) Where the start date of the sickness was between 01/04/2020 – 30/09/2020, there have been 14 cases of Covid-19 sickness, where 6 cases were confirmed. There were a further 129 cases of self-isolation and 19 cases of Shielding across the Service.

8.2. Wholetime staff sicknesses

Wholetime Staff Sickness in Q1-Q2 2020-21 was 2.67 days lost per head (Figure 23, Table 18) an improvement on Q1-Q2 2019-20, when Wholetime Staff Sickness was at a higher level (4.22 days lost per head).

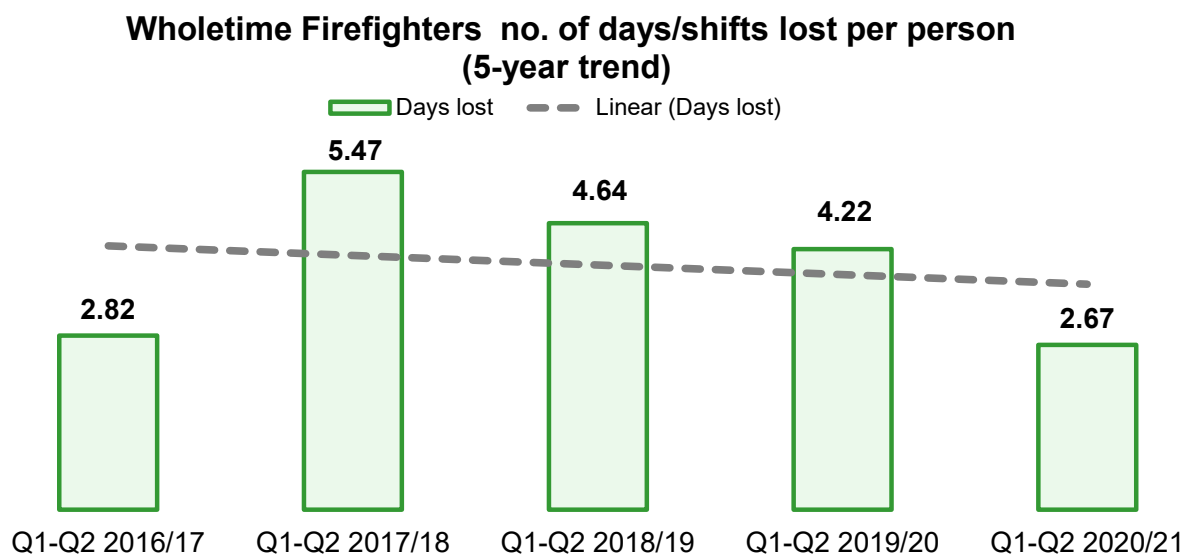


Figure 23 – Wholetime Staff Sickness: from Q1-Q2 2016-17 to Q1-Q2 2020-21

- a) By occurrence the most frequently recorded reason for absence in Q1-Q2 2020-21 for Wholetime firefighters was Musculo Skeletal – Back
- b) Wholetime staff sickness is showing a downward 5-year trend.
- c) Long-term sickness continues to form the greatest proportion with 69.92%.

8.3. Non-uniformed staff sickness

Non-Uniformed Staff Sickness in Q1-Q2 2020-21 was 3.73 days lost per head (Figure 24, Table 19).

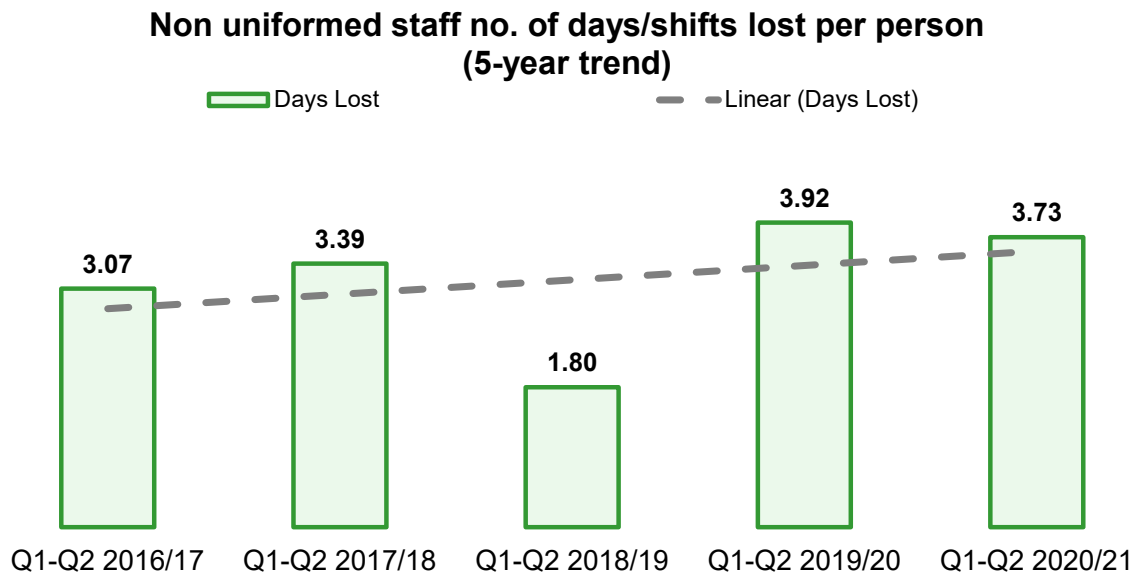


Figure 24 – Non-Uniformed Staff Sickness: from Q1-Q2 2016-17 to Q1-Q2 2020-21

- a) Non-Uniformed Staff sickness is showing a slight upward 5-year trend.
- b) Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff with 81.86%.
- c) By occurrence the most frequently recorded reason for absence in Q1-Q2 2020-21 for Non-Uniformed staff was Gastro-Intestinal.

8.4. Fire Control staff sickness

Fire Control Sickness in Q1-Q2 2020-21 was 2.30 days lost per head (Figure 25, Table 19).

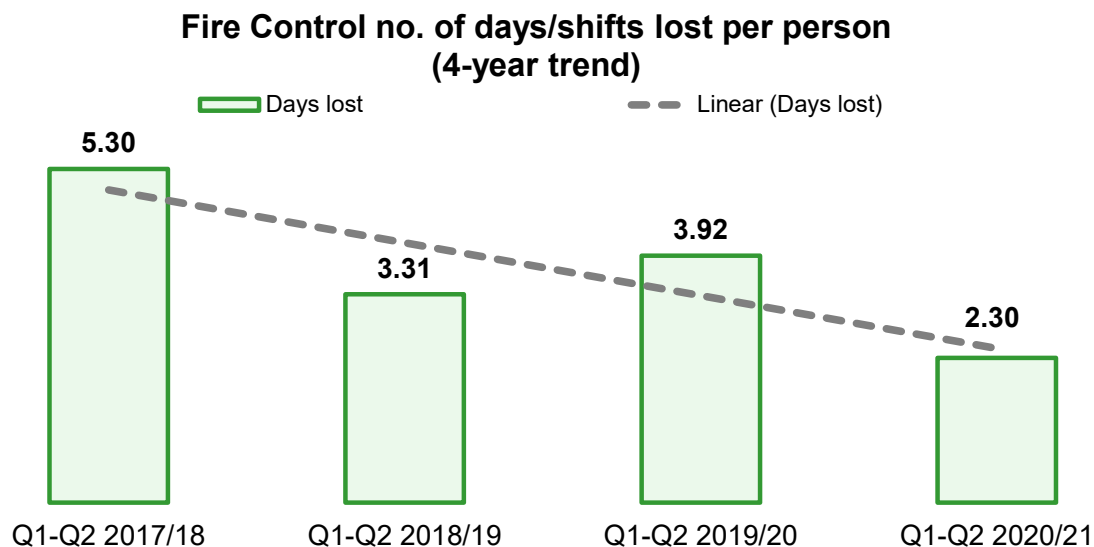


Figure 25 –Fire Control Staff Sickness: from Q1-Q2 2017-18 to Q1-Q2 2020-21

- a) Short term sickness holds the largest proportion of sickness for Fire Control Staff with 59.44%.
- b) By occurrence the most frequently recorded reason for absence in Q1-Q2 2020-21 for Fire Control staff was Gastro-Intestinal.
- c) Fire control staff sickness shows a downward 4-year trend.