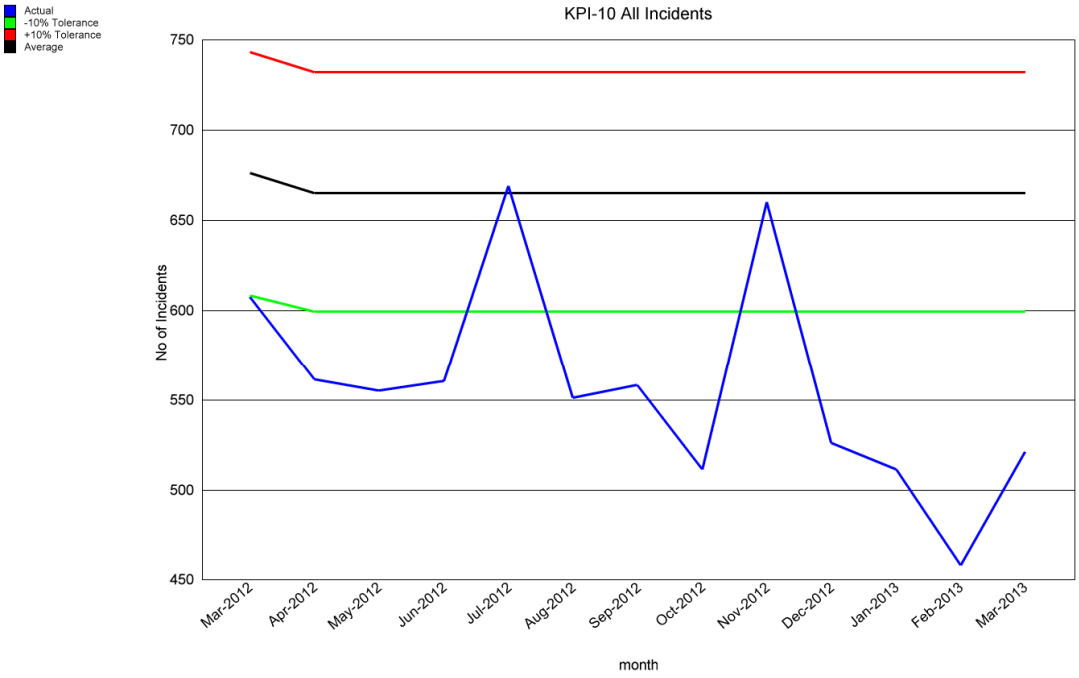
Fire and Rescue Authority Plan 2012-13
2012-13 Annual Performance

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 Service's geographical boundaries. They include the full range of operational activity including fires, false alarms and special service (other non-fire emergency) incidents.



(Figure 1 – Total Incidents per month March 2012 to March 2013)

Summary *Total incident operational activity levels for 2012-13 show a decrease compared with the previous year.*

Total Incidents	2011-12	2012-13	Percentage change
All Fires	2849	1770	-37.9%
Special Services	1509	1698	12.5%
False Alarms	3499	3175	-9.3%
Total Incidents	**7857**	**6643**	**-15.5%**

(Table 1 –Total Incidents 2011-12 and 2012-13)

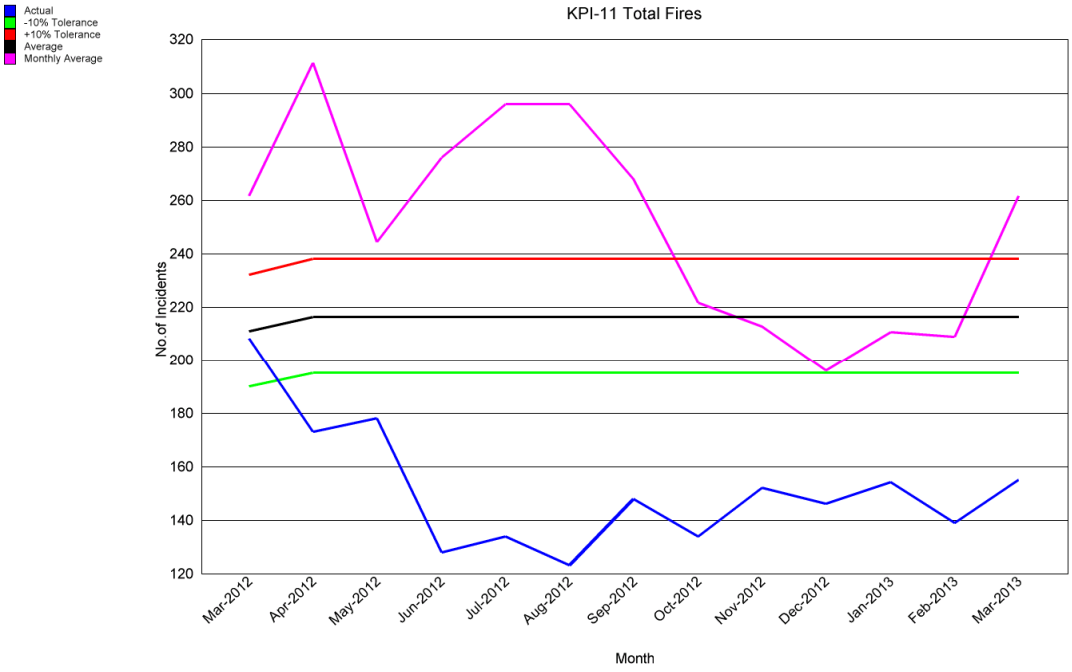
- A large reduction in the total number of fires attended in 2012-13 compared with the previous year.

- An increase in Special Services (non-fire emergency) incidents mainly as a result of the spells of wet weather compared with the previous year.

- A slight reduction in the number of false alarm incidents compared with the position at end of last year.

1.2. Total Number of Fires

These are the total number of fires attended by the Service. They include primary fires involving property or people; secondary fires which are generally smaller fires in open areas; and chimney fires which are restricted only to the chimney of dwelling or commercial properties.



(Figure 2 – Total Fires per month March 2012 to March 2013)

Summary *A significant reduction in Secondary Fires attended in 2012-13 compared with the previous year, has led to an overall reduction in the total number of fires attended.*

Total Fires	2011-12	2012-13	Percentage change
Primary Fires	1237	983	-20.5%
Secondary Fires	1424	546	-61.7%
Chimney Fires	188	241	28.2%
Total Fires	**2849**	**1770**	**-37.9%**

(Table 2 –Total Fires 2011-12 and 2012-13)

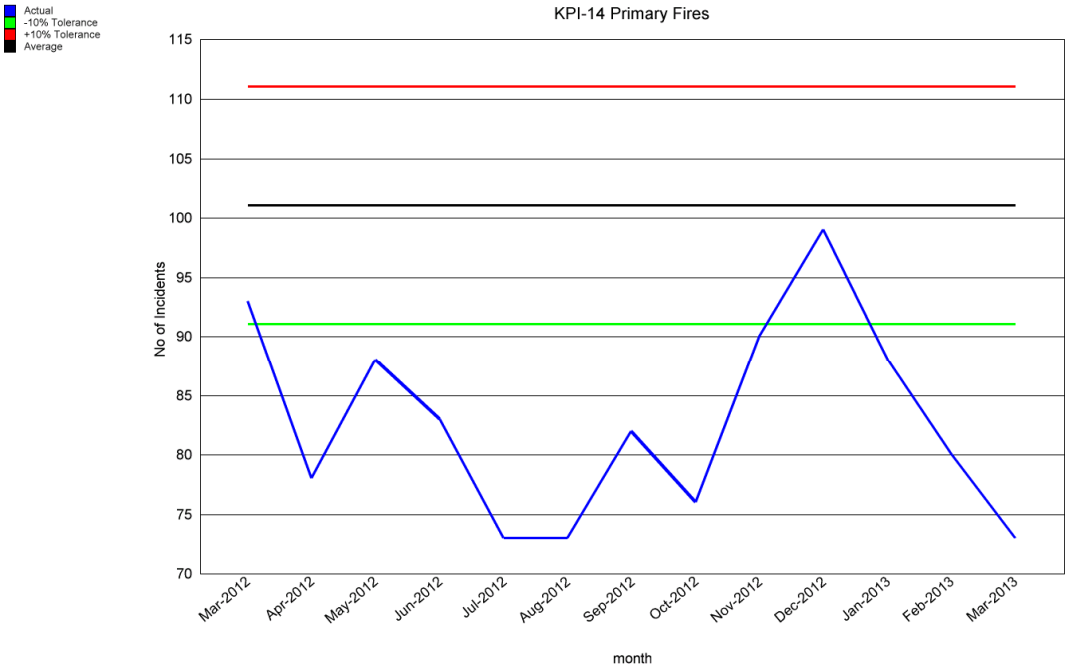
- Primary fires down 20.3% from last 5 years average.

- Secondary fires down 54.5% from last 5 years average.

- Chimney fires have increased by 28% compared with the 2011-12 end of year total but have increased only by 2.5% on the average number of chimney fire incidents attended in the last 5 years.

1.3. Primary Fires

Primary fires are any fires involving property (including non-derelict vehicles) or casualties or involving 5 or more fire appliances. Therefore they include larger outdoor fires in addition to building and transport fires.



(Figure 3 – Total Primary Fire Incidents per month March 2012 to March 2013)

Summary *Primary fires numbers in 2012-13 reduced compared with previous year.*

Primary Fires	2011-12	2012-13	Percentage change
Building Fires	793	649	-18.2%
Vehicle & Transport Fires	331	270	-18.4%
Outdoor Fires	113	64	-43.4%
Total Fires	**1237**	**983**	**-20.5%**

(Table 3 – Primary Fires 2011-12 and 2012-13)

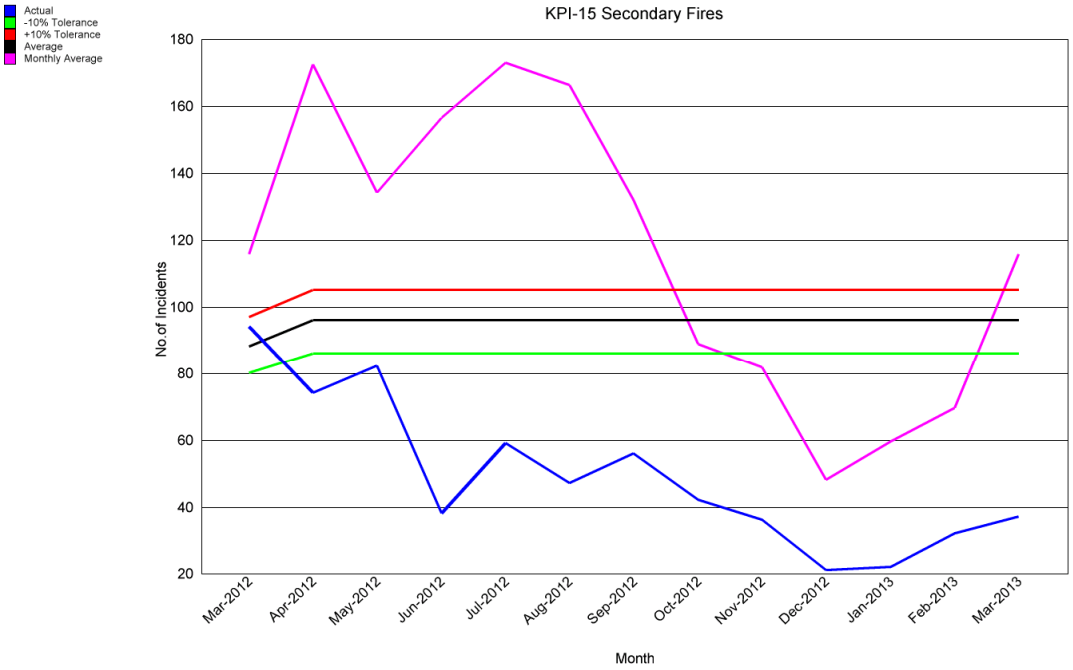
- Building Fires have reduced by 18.2% compared with the previous year. The largest decreases were in non-residential properties which have reduced from 300 in 2011-12 to 202 in 2012-13.This is partially due to the Service working closely with our partners in the local enforcement community to ensure that there is a far greater understanding and embedding of relevant Fire Safety Legislation.

- Car fires account for the largest proportion of Vehicle and Transport fires and they have reduced from 205 in 2011-12 to 177 in 2012-13.

- Although small in context, the number of outdoor fires has decreased from 113 in 2011-12 to 64 in 2012-13. This is mainly due to the predominantly wet weather conditions which have also affected the number of secondary fires attended.

1.4. Secondary Fires

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



(Figure 4 – Total Secondary Fire Incidents per month March 2012 to March 2013)

Summary *Secondary fire numbers have decreased significantly compared with the previous year due to the predominantly wet weather conditions particularly in Quarters 2 and 3.*

Secondary Fires	2011-12	2012-13	Percentage change
Grassland woodland and crops	740	130	-82.4%
Other Outdoors (including land)	372	203	-45.4%
Outdoor equipment & machinery	19	10	-47.4%
Outdoor Structures	257	172	-33.1%
Building	26	27	3.8%
Road Vehicle & Other Transport	10	4	-60.0%
Total Fires	**1424**	**546**	**-61.7%**

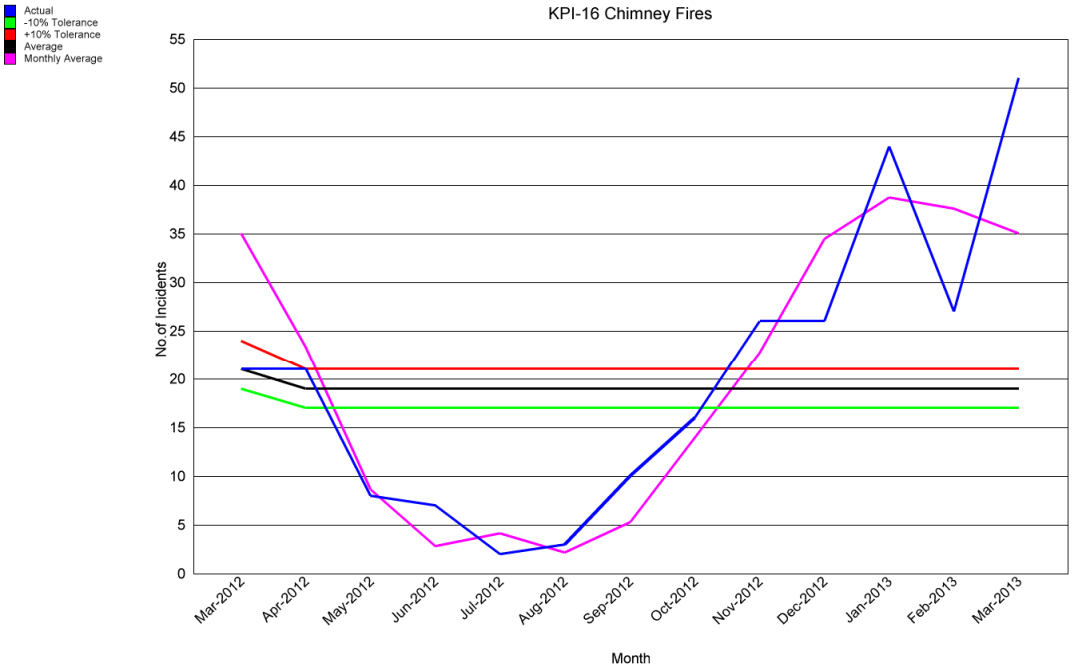
(Table 4 – Secondary Fires 2011-12 and 2012-13)

- The largest reduction in secondary fires comparing 2012-13 with 2011-12 is in fires located in grassland woodland and crops. There were 130 grassland woodland and crop fires in 2012-13 which represent 23.8% of all secondary fires compared with 740 grassland woodland and crop fires in 2011-12 (51.9% of all secondary fires).

- There have been similar reductions in the number of secondary fires in other outdoor locations and outdoor structures which together with grassland woodland and crop fires make up the majority of all secondary fires.

1.5. Chimney Fires

Chimney fires occur when the deposits of combustion are left 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.



(Figure 5 – Total Chimney Fire Incidents per month March 2012 to March 2013)

Summary *Chimney fire occurrences are consistent with the monthly average number of incidents (see pink line in the graph above).*

Chimney Fires	2011-12	2012-13	Percentage Change
April	12	21	75.0%
May	6	8	33.3%
June	3	7	133.3%
July	1	2	100.0%
August	3	3	0.0%
September	4	10	150.0%
October	23	16	-30.4%
November	16	26	62.5%
December	26	26	0.0%
January	29	44	51.7%
February	44	27	-38.6%
March	21	51	142.9%
Total	**188**	**241**	**28.2%**

(Table 5 – Chimney Fires 2011-12 and 2012-13)

- Chimney fires have increased from the same period last year, with 28.2% more than in the same period last year; this maybe due to the cooler, wetter weather conditions particularly in Quarters 2 and 3 2012-13.

- There were increases in monthly figures particularly in June 2012 and September 2012 compared with the same months in 2011 but these are relatively low figures in terms of all incidents attended.

District	2011-12	2012-13	Percentage Change
North	39	60	53.8%
South	43	57	32.6%
West	106	124	17.0%
Total	**188**	**241**	**28.2%**

(Table 6 – Chimney Fires by District 2011-12 and 2012-13)

- Although the majority of chimney fires are as expected in rural West District (Herefordshire), the largest year on year percentage increases have occurred in the other two districts (North Worcestershire and South Worcestershire). The largest year on year station increases were Broadway which increased from 1 chimney fire in 2011-12 to 6 in 2012-13 and Stourport which increased from 2 in 2011-12 to 10 in 2012-13.

- In addition to these totals, there are a small number of primary fires which start in the chimney but spread to the other parts of the house. These form only a small proportion of total fires and the Service attended 13 primary fires which started in the chimney in 2012-13 compared with 15 primary fires in 2011-12. Generally fires which start in the chimney are contained to the chimney.

- The Community Safety Strategy is focused on reducing the risk to all residents in the two counties and positive activity is focused on the most vulnerable. Chimney fires have continued to be a difficult area to influence due to the direct relation of the seasons and climate to the number of chimney fires. During cold periods it is not surprising that chimney fire numbers increase because more people, particularly the elderly, keep warm during these cold spells by using open fires.

- Our focus is to encourage people to sweep their chimneys at least once a year and more if they use the fire regularly. As part of the Warmer Worcestershire strategy, the Service has provided information to Age UK on the location of residents who are particularly at risk and have previously had a chimney fires so that they can get their chimney swept free of charge. So far the feedback has indicated that all who have received the chimney sweep service are 100% satisfied and this service will continue to be delivered throughout the year ready for the following winter or the next cold period.

- Work has also begun to build stronger links with Adult Services and Health Directorate to improve data sharing so that the Service can target those that are known to be at risk by Adult Services. As part of these improved links the Service is now aware of a project team working on assistive technology so that the health of vulnerable people can be remotely monitored. As a result our interest areas for fire safety such as smoke alarm actuation and automatic power shut off of cookers are

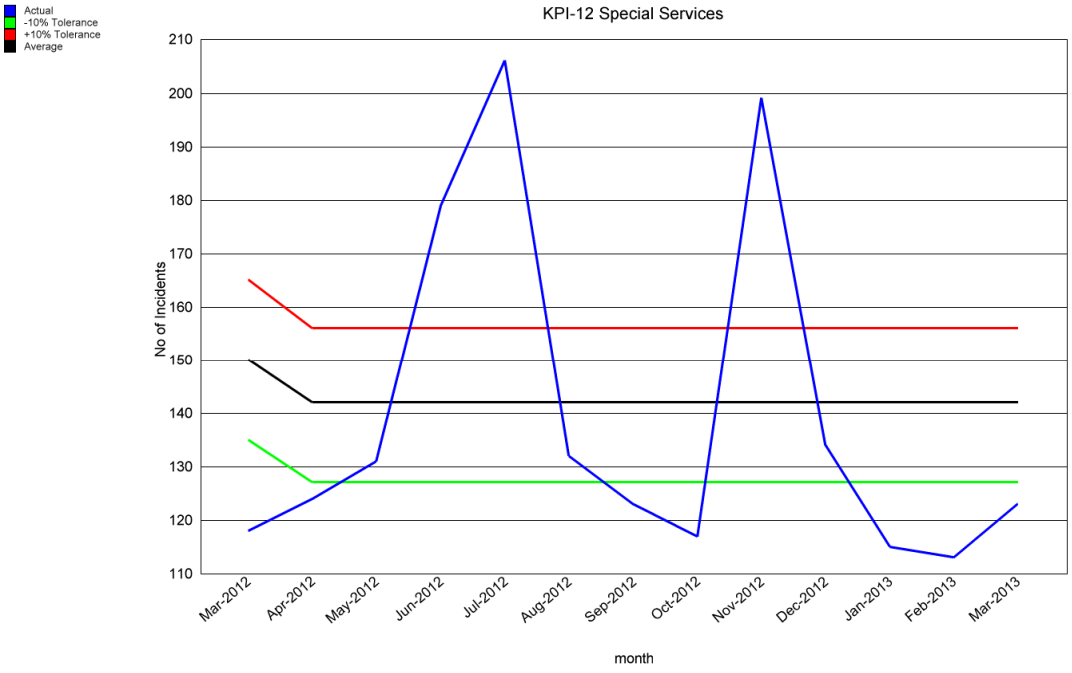
being considered as part of the project as these are also key to assist people being safer in their homes.

Operational Activity - Other Non-Fire Incidents

The second section 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 which are not Fires. They include Road Traffic Collisions, extrications, lift rescues, lock ins/outs, hazardous materials or chemicals incidents), other rescues and flooding incidents.



(Figure 6 – Special Services Incidents per month March 2012 to March 2013)

Summary *The Special Service incidents totals have been adversely affected by an increase in flooding and other water related incidents in June-July 2012 and November 2012. Although the totals in these months were out of tolerance, the overall incident total was within tolerance at the end of the year.*

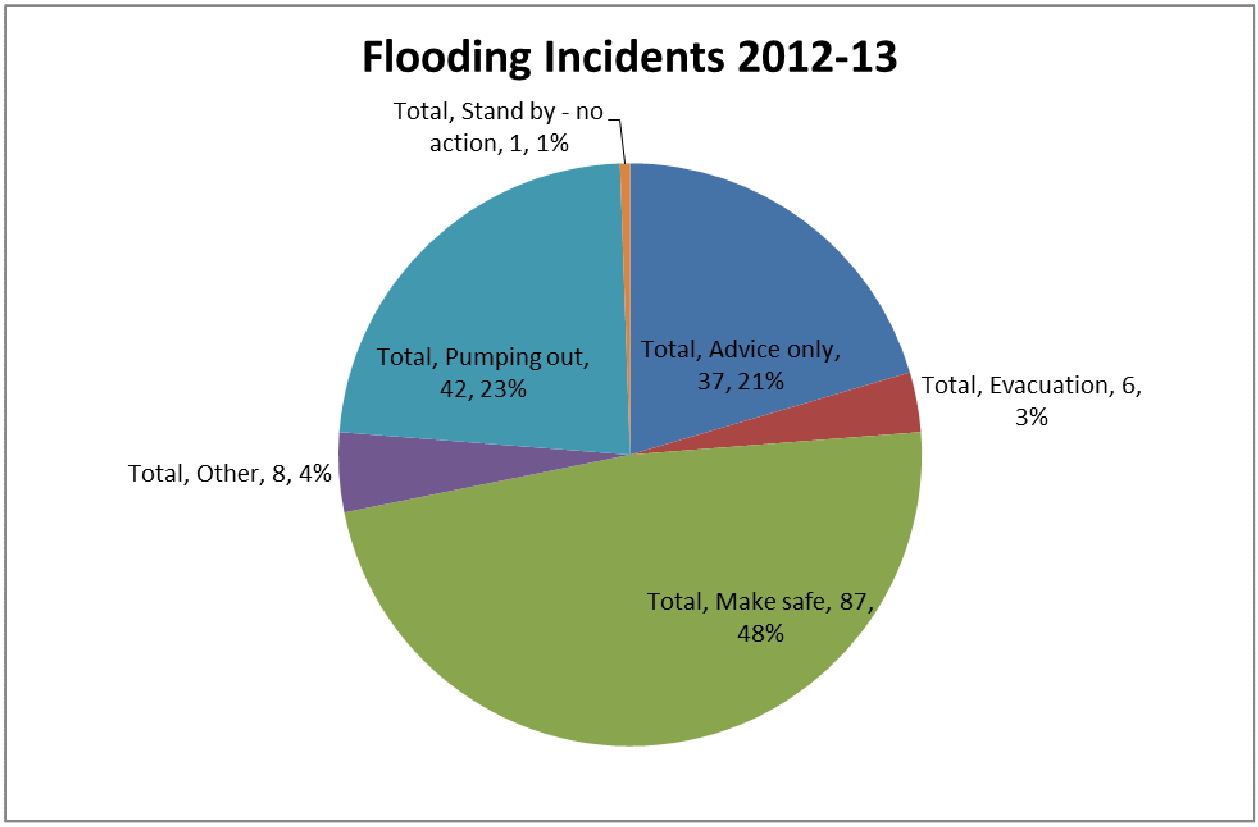
All Special Services	2011-12	2012-13	Percentage change
Road Traffic Collisions	659	597	-9.4%
Flooding	62	181	191.9%
Other Special Services	788	920	16.8%
Total Incidents	**1509**	**1698**	**12.5%**

(Table 7 – Special Services 2011-12 and 2012-13)

- Flooding incidents refer specifically to property based incidents and there were 181 flooding incidents in 2012-13 compared with 62 at the same point last year.

- 25 out of the 181 flooding incidents occurred in the three day period 28th-30th June 2012 and 16 occurred between 25th and 26th November.

- Other Special Services included year on year increases in making safe (not Road Traffic Collisions) and rescues and evacuation from water, also linked to the spate flooding conditions.



(Figure 7 – Flooding Incidents by type 2012-13)

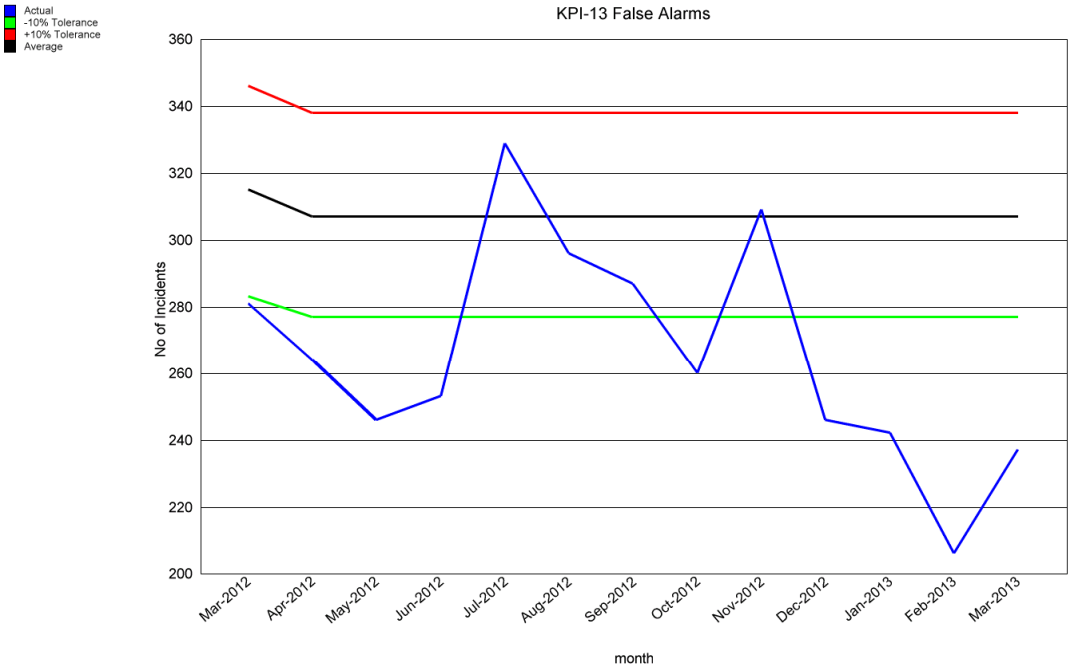
- The table below illustrates the breakdown of the types of property affected by the flooding incidents in 2012-13

Property Type	Advice Only	Evacuation	Make Safe	Other	Pumping out	Stand-by	Total
Dwelling	30	3	64	5	34	0	136
Non-Residential	4	0	16	1	4	0	25
Other Residential	1	0	5	0	3	0	9
Other Outdoors	2	1	2	0	0	0	5
Road Vehicles	0	2	0	2	0	1	5
Other Transport	0	0	0	0	1	0	1
Totals	**37**	**6**	**87**	**8**	**42**	**1**	**181**

(Table 8 – Flooding incidents by property type 2012-13)

2.2.False Alarm Incidents

False alarms are those incidents attended by the Service where no fire fighting was required. They can be the result of an automatic fire alarm; good intent where a member of public believes that a fire is occurring; or malicious.



(Figure 8 – False Alarm Incidents per month March 2012 to March 2013)

Summary *The total number of false alarms attended has decreased in 2012-13 compared with the previous year and also when compared with the average over the last five years.*

Total False Alarms	2011-12	2012-13	Percentage change
Malicious False Alarms	63	39	-38.9%
False Alarm Good Intent	797	708	-11.2%
Automatic False Alarms	2639	2428	-8.0%
Total False Alarms	**3499**	**3175**	**-9.3%**

(Table 9 – False Alarms 2011-12 and 2012-13)

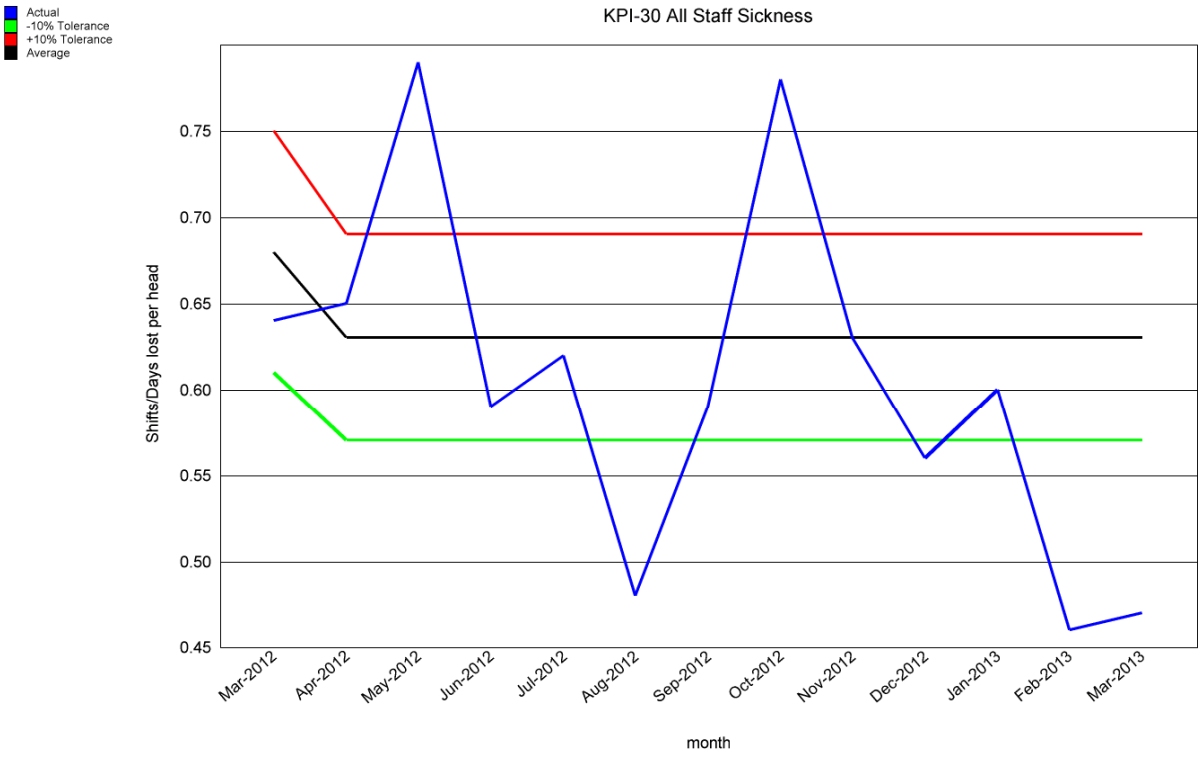
- The spikes in monthly performance in July and November 2012 were caused by increases in the number of false alarm good intent and automatic false alarms when compared from the previous months. The rise in false alarm good intent can be attributed partially to increases due to flooding false alarms in July and November and bonfires and other controlled burning false alarms in November.

- As a result of the Interim Automatic False Alarms (AFA's) policy, the total number of attendances (Appliances and Rescue Appliance) to AFA's reduced from 3339 in 2011-12 to 2608 in 2012-2013. There have been 731 fewer attendances at AFA's as a result of the application of the interim policy.

3. Absence Management

Sickness levels have dropped significantly since October 2012 and at the end of previous quarters in this year, it had been reported that non-uniformed sickness in particular was outside the set tolerance levels. At the end of the year, this is no longer the case, all three sickness performance indicators which cover wholetime uniformed staff, non-uniformed staff and all staff are within tolerance for the year.

3.1.All Staff Sickness



(Figure 9 – All Staff Sickness March 2012 to March 2013)

Summary. *The two spikes in the shifts/days lost to sickness absence were due to increases in the levels of long term sickness in May and in short term sickness in October.*

	Short Term All Staff Sickness per head 2012-13 *(shifts/days lost)*	**Long Term All Staff Sickness per head 2012-13 *(shifts/days lost)***	**All Staff Sickness per head 2012-13 *(shifts/days lost)***
April 2012	0.19 *(88)*	0.46 *(213.78)*	0.65 *(301.78)*
May 2012	0.26 *(118.67)*	0.53 *(245.4)*	0.79 *(364.07)*
June 2012	0.26 *(119.5)*	0.36 *(153.97)*	0.59 *(273.47)*
July 2012	0.26 *(119.59)*	0.36 *(165.97)*	0.62 *(285.56)*
Aug 2012	0.17 *(79.91)*	0.30 *(138.78)*	0.48 *(218.69)*
Sep 2012	0.37 *(169.21)*	0.22 *(98.75)*	0.59 *(267.96)*
Oct 2012	0.45 *(207.986)*	0.32 *(148)*	0.78 *(355.986)*
Nov 2012	0.34 *(156)*	0.29 *(133)*	0.63 *(289)*
Dec 2012	0.35 *(160.43)*	0.21 *(95)*	0.56 *(255.43)*
Jan 2013	0.48 *(220.97)*	0.12 *(56)*	0.60 *(276.97)*
Feb 2013	0.35 *(160.72)*	0.11 *(52)*	0.46 *(212.72)*
Mar 2013	0.29 *(132.16)*	0.18 *(84)*	0.47 *(216.16)*
Total	**3.75 *(1733.146)***	**3.43 *(1584.65)***	**7.18 *(3317.796)***

(Table 10 – All Staff Short & Long Term Sickness per month 2012-13)

- Long term staff sickness or staff sickness which is over 28 consecutive days has fallen significantly since the start of the financial year. In April 2012 it represented 70.8% of all staff sickness and in February in accounted only for 24.4% of all staff sickness.

- The largest monthly total of all staff sickness for 2012-13 was in May 2012 where 0.79 days/shifts per head were lost to sickness absence. 67% of this sickness was long-term sickness and was also the highest monthly total for long term Wholetime and non-uniform sickness for 2012-13.

- The second highest monthly total for all staff sickness for 2012-13 was in October 2012 where 0.78 days/shifts per head were lost to sickness absence. This was mainly due to increases in that month in short term non-uniform sickness and all Wholetime sickness.

- The lowest monthly total of all staff sickness for 2012-13 was in February 2013. This is mainly due to reductions in the amount of Wholetime and non-uniform long term sickness.

Sickness Absence	**2011-12**	**2012-13**	**Percentage change**
Wholetime Staff Sickness	6.24 *(2103)*	6.57 *(2244)*	5.3%
Non-Uniform Staff Sickness	10.89 *(1328.05)*	8.92 *(1073.796)*	-18.09%
All Staff Sickness	**7.48 *(3431.05)***	**7.18 *(3317.796)***	**-4.0%**

(Table 11 – All Staff Short & Long Term Sickness per month 2012-13)

- All staff sickness has decreased in 2012-13 when compared with 2011-12. This is mainly due to a year by year decrease in the non-uniformed staff sickness of 18.09% which has compensated for the increase in Wholetime sickness when compared with the previous year.

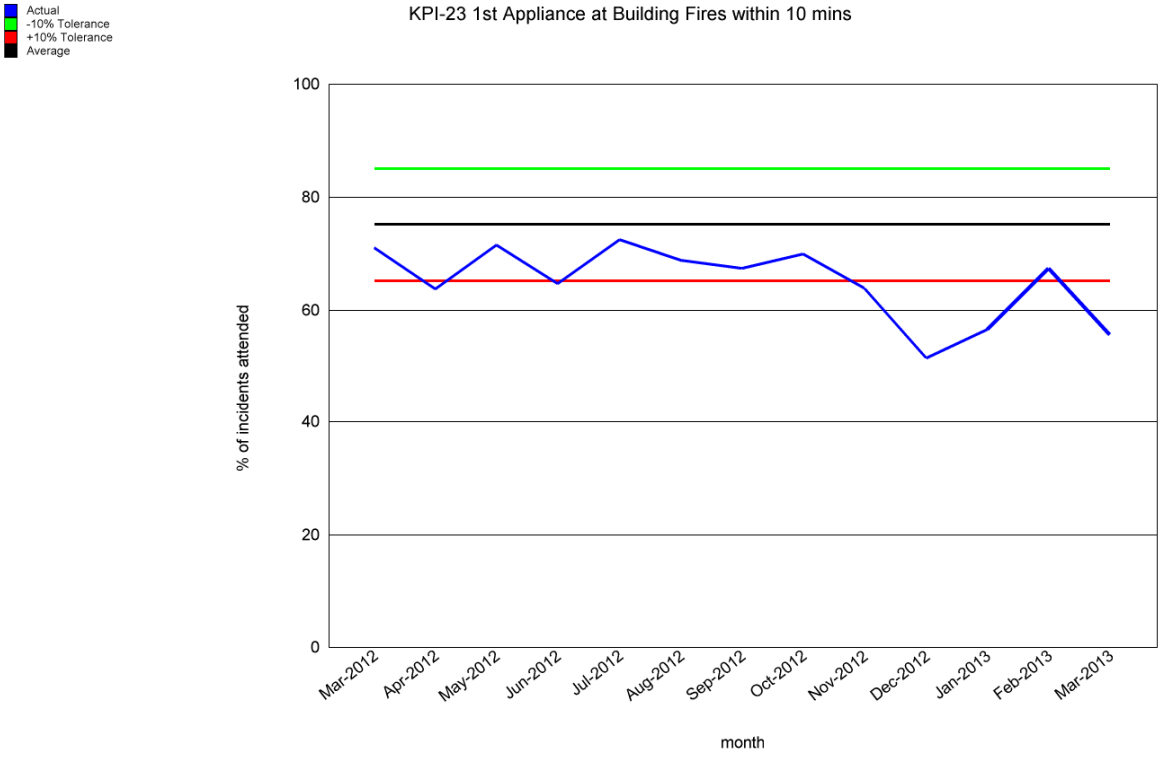
- The decrease in non-uniformed sickness when compared with previous years was mainly due to decreases in long term non-uniformed sickness. There were 576.65 days lost to long term non-uniformed sickness in 2012-13 compared to 808.33 days lost to long term non-uniformed sickness in 2011-12.

- 7.18 shifts/days lost per head to all staff sickness in 2012-13 represents the average level of sickness absence for the past five years (7.78 shifts/days lost per head) and also compares favourably with the predicted year end Council sickness absence figures of 7.08 for Worcestershire County Council and 9.4 for Herefordshire Council.

4. Key Performance Indicators Out of Tolerance

At the end of the financial year, all key performance indicators (KPI) were within the 10% tolerance levels, except for the indicator regarding the first attendance by an appliance at building fires within 10 minutes which forms part of the attendance standards set in the current Integrated Risk Management Plan. This is the time taken for an appliance to book in attendance at an incident from the time of call. The percentage of incidents where this is achieved within 10 minutes is measured against a 75% standard.

4.1. Attendance Standards – Fires in Buildings



(Figure 10 – Percentage of 1st Appliance at Building Fires within 10 minutes – March 2012 to March 2013)

Summary *The Service saw a reduction in the number of attendances at building fires that met the attendance standard compared with last year. Travel distance accounted for 50% of these failures. Of the remainder, 18% were attended in a time of between 10 and 11 minutes.*

1st Appliance attendance at Building Fires within 10 minutes	**2011-12**	**2012-13**
Building fires attended within 10 minutes	574	431
Total Number of Building fires attended	816	675
% attended within 10 minutes	**70.3%**	**63.9%**

(Table 12 –1st Appliance attendance 2011-12 and 2012-13)

- The deterioration in performance in the number of building fires attended within 10 minutes maybe partially due to the wet weather and flooding spate conditions experienced during the year. Although chimney fires are not included in the standard, increased activity at chimney fires may also have had a detrimental effect on the attendance times at building fires.

- The Service maintains operational cover even when resources are stretched such as when large and long incidents are attended such as the Lawrence Recycling incident in November. Further analysis of the incidents that did not make the standard indicate that only 26% or 65 out of the 244 incidents where the Service attended in more than 10 minutes were where an appliance attended from another station area to the station ground. 11 of these incidents were where the station ground appliance was not operational, 4 were where the station ground appliance was attending a simultaneous incident and the remaining 50 were where the incidents were situated where an appliance from another station arrived before or instead of the station ground appliance.

- The introduction of the new Fire Control system has enabled control room staff to identify the location of the nearest appropriate fire appliance or Officer to the incident which is sometimes not the actual station ground appliance for that incident.

- The 244 incidents which did not meet the standard were spread evenly across the Service area. 32% occurred in North District area (North Worcestershire), 33% in South District area (South Worcestershire) and 35% within West District (Herefordshire). The table below shows the overall percentage of incidents that met the standard occurring in each District area.

1st Appliance attendance within 10 minutes	**Attended within 10 minutes**	**All Building Fires attended**	**Percentage**
North District	161	239	67.36%
South District	168	248	67.74%
West District	102	188	54.26%
Total	**431**	**675**	**63.85%**

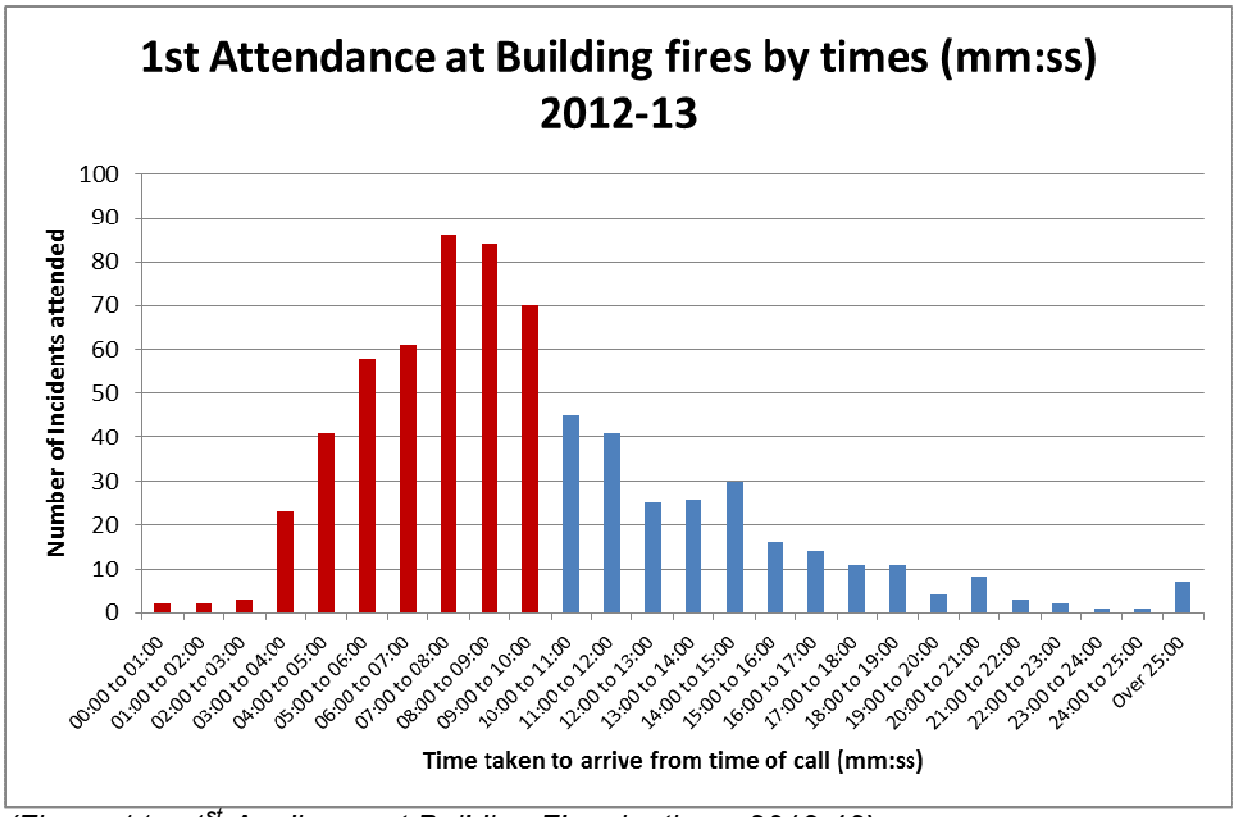
(Table 13 –1st Appliance attendance 2011-12 and 2012-13)

- West District's performance is lower due to the number of retained (on-call) stations. Out of the 244 incidents that did not meet the standard, 104 were first attended by a retained appliance, 108 first attended by a wholetime[1] appliance and 31 first attended by a day crewed appliance. One incident was first attended by an appliance from another Service.

- The graph overleaf illustrates the time taken to attend building fires in 2012-13 by minutes.

- 43 of 244 fires that were not attended within 10 minutes were attended within 11 minutes. The graph overleaf also includes late fire calls which have always been included within the standard since it was introduced. These incidents are typically where an appliance attends after an officer has first attended or an appliance has attended for inspection purposes only. The average time taken to attend building fire incidents excluding late fire calls is 9 minutes 25 seconds.

[1] The Service has three duty systems. Wholetime which provide 24 Hour cover, Day-crewed which provide cover during the day only and Retained or on-call duty systems



(Figure 11 – 1st Appliance at Building Fires by times 2012-13)

- Travel distance would be a larger factor in the time taken to reach incidents in retained station grounds which are generally more rural than the wholetime or day crewed station grounds. The average time taken to attend building fires incidents in retained station ground areas was 12 minutes, 17 seconds compared with 9 minutes, 21 seconds for day crewed station grounds and 8 minutes, 12 seconds for wholetime station grounds. 172 of the 675 building fires were located in retained station grounds compared with 172 in wholetime and 94 in day crewed station areas.

- The highest average time to attend building fire was in Peterchurch's station ground with an average of 17 minutes and 35 seconds to attend and the lowest was Worcester station ground with an average of 7 minutes and 19 seconds. It is important to note that rural locations do not necessarily lead to greater attendance times as some rural buildings may be easier to get to than some urban locations.

- The table below illustrates the breakdown of reasons given by the officer in charge at the incident for the 244 incidents where the standard was not met in 2012-13. There were 11 incidents where a reason was not requested to be given by the officer in charge when completing the Incident Recording System (IRS) record for the incident as a result of early complications with the new Fire Control system/IRS interface but is probably safe to say that the majority of these were down to travel distance. Travel distance accounted for over 50% of the failures.

Travel distance to the incident	128	Responding at normal road speed, i.e. AFAs	3
Turn in time (Retained and Day Crew only)	29	Mobilised to incorrect address	3
Late Fire Call	14	Simultaneous Incident	2
Reason not given due to new IRS interface	11	Insufficient crew due to numbers of crew available	2
Incident outside Station turnout area	9	Appliance not booked in attendance	2
Weather conditions / Road conditions	8	Mobilising error	2
Difficulty in locating incident address	7	Not on Home Station i.e. school visit, Home Fire Safety check	1
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	5	Insufficient crew with appropriate role skills	1
Communication Equipment Fault	4	Training event delaying turn out i.e. drilling	1
Traffic conditions causing delayed turn in time to Stations (Retained and Day Crewed only)	4	Known False Alarm	1
Mobilised from other location (not on home Station)	3	Appliance breakdown / Off the Run	1
Incorrect or insufficient information passed to Fire Control on initial call	3		
		Total	244

(Table 14 – Fire in Buildings – Reasons for standard not met 2012-13)

- Analysis of the feedback given by Crew and Watch Commanders following attendance at incidents has highlighted that there are incidents where attendance within 10 minutes is out of the Fire Service's direct control. These have been included in the standard since it was introduced (75% within 10 minutes) but do continue to have a detrimental effect on the overall performance. The following reasons could be interpreted as being beyond the control of the fire crews achieving the 10 minute standard:

    - Actual distance from station to incident in out of town or remote area (especially after delay of up to 6 minutes for Retained Duty System/on-call staff to respond)
    - Delays in RDS/on-call responding into station greater than 6 minutes (e.g. road works or traffic conditions)
    - Road conditions due to other road users, road works and traffic calming measures or congestion at peak times
    - Weather conditions, such as ice or snow or flooding
    - Incorrect or insufficient information passed to Fire Control;

- Responding at normal road speed, based upon risk assessment and information available, such as “late fire calls” or Automatic Fire Alarms.
- Mobilised to incorrect address;
- Appliance not booked in attendance;
- Mobilising errors and known false alarms

- If these incidents were taken out of the standard there would have been an overall improvement in the percentage reported.

5. Retained / On-Call Availability

Summary *Our retained or on-call manned appliances can only be mobilised if a sufficient crew with appropriate qualifications are available. This availability is monitored and there was an overall drop in availability of 1% of all Retained Appliances across the Service when compared with the situation at the end of the same period last year.*

Retained Availability	2011-12	2012-13	Percentage Change
April	93.9%	91.9%	-2.0%
May	94.1%	89.9%	-4.2%
June	91.7%	89.8%	-1.9%
July	91.8%	90.7%	-1.1%
Aug	89.4%	86.0%	-3.4%
Sep	89.9%	90.5%	0.6%
Oct	89.2%	90.7%	1.5%
Nov	91.7%	91.6%	-0.1%
Dec	90.4%	89.8%	-0.6%
Jan	92.9%	93.6%	0.7%
Feb	94.0%	92.2%	-1.8%
Mar	92.6%	92.9%	0.3%
Total	**91.8%**	**90.8%**	**-1.0%**

(Table 15 – Retained availability by month –2011-12 & 2012-13)

- The highest monthly retained availability was in January 2013 where appliances were available 93.6% of the time and lowest monthly retained availability was in August 2012 where appliances were available 86.0% of the time. The main reason for appliances being off the run in August 2012 was the lack of sufficient crew.

Reasons for Off the Run Appliances 2012-13 for all stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	7.99%
No Breathing Apparatus wearers	4.95%
No Officer in Charge	5.79%
No driver	2.61%
Total impact on appliance availability	**9.2%**

(Table 16 – Retained availability by factor – 2012-13)

- Overall availability is dependent on a number of factors and an appliance can be unavailable due to a combination of factors. The lack of sufficient crew is the largest reason for unavailability.

Appliance/Station	Availability 2011-12	Availability 2012-13	Better/ Worse
213 Worcester	97.9%	96.2%	-1.6%
221 Stourport	99.9%	90.5%	-9.5%
231 Bewdley	85.0%	95.3%	10.3%
241 Kidderminster	99.2%	97.7%	-1.5%
251 Bromsgrove	76.9%	78.6%	1.7%
261 Droitwich	87.3%	79.0%	-8.3%
271 Redditch	99.8%	99.4%	-0.4%
273 Redditch	90.0%	75.9%	-14.1%
281 Evesham	70.0%	76.2%	6.2%
291 Pebworth	70.1%	84.3%	14.2%
302 Broadway	80.9%	84.2%	3.3%
311 Pershore	95.4%	91.7%	-3.6%
322 Upton	95.1%	91.2%	-3.9%
411 Malvern	99.6%	99.8%	0.2%
421 Ledbury	99.1%	89.9%	-9.2%
422 Ledbury	91.8%	95.5%	3.6%
431 Fownhope	94.3%	97.6%	3.3%
441 Ross on Wye	99.9%	95.2%	-4.7%
442 Ross on Wye	98.9%	99.1%	0.3%
452 Whitchurch	91.9%	84.9%	-7.0%
463 Hereford	97.1%	85.7%	-11.4%
472 Ewyas Harold	83.8%	93.6%	9.8%
481 Eardisley	99.5%	99.2%	-0.3%
492 Kington	97.6%	94.2%	-3.3%
502 Leintwardine	87.1%	90.3%	3.2%
511 Kingsland	100.0%	99.8%	-0.2%
521 Leominster	98.6%	85.6%	-12.9%
522 Leominster	90.3%	95.7%	5.4%
531 Tenbury	97.4%	88.8%	-8.7%
532 Tenbury	86.8%	95.1%	8.3%
541 Bromyard	96.9%	82.2%	-14.7%
542 Bromyard	72.7%	91.2%	18.5%
55 Peterchurch	98.1%	92.2%	-5.9%
Total	**91.8%**	**90.8%**	

(Table 17 –% availability by Station, comparing 2011-12 with 2012-13)

- Although still providing a high level of retained availability in 2012-13, some retained crews have declined in performance when compared with the previous year 2011-12:

    - Bromyard (callsign 541) although achieving 82.2% availability has reduced 14.7% on 2011-12 availability. This reduction in availability was mainly due to the lack of a minimum crew and the lack of BA wearers.

    - Leominster (callsign 521), although achieving 85.6% availability has reduced 12.9% on 2011-12 availability. This reduction in availability was mainly due in the lack of a minimum crew and the lack of BA wearers.

- Redditch (callsign 273) was the lowest performing appliance in 2012-13 with a Retained availability of 75.9%, It has reduced by 14.1% compared with 2011-12 availability .This reduction in availability was mainly due in in the lack of a minimum crew and the lack of Breathing Apparatus wearers.

- Three appliances have shown significant improvement from 2011-12 to 2012-13:

    - Bromyard (callsign 542) (up 18.5% on 2011-12 availability). The increase in availability was mainly due to increases in availability of a sufficient crew and BA wearers.

    - Pebworth (callsign 291) (up 14.2% on 2011-12 availability).The increase in availability was mainly due to increases in availability of BA wearers and of an Officer in Charge.

    - Bewdley (callsign 231) (up 10.3 on 2011-12 availability). The increase in availability was mainly due to increases in the availability of BA wearers and of sufficient crew.

- Kingsland (callsign 511) and Malvern (callsign 411) were the highest performing appliances in 2012-13 with a retained availability of 99.8%. Kingsland had 100% availability of Breathing Apparatus wearers in 2012-13.

6. Information Requests

6.1. Information Requests –2012-13

2012-13	Freedom of Information Act Requests received and completed	Data Protection Act Requests received and completed	Environmental Information Requests received and completed
April 2012	11	1	0
May 2012	14	0	0
June 2012	15	1	0
July 2012	13	0	0
Aug 2012	10	2	0
Sep 2012	13	3	0
Oct 2012	26	2	1
Nov 2012	19	3	0
Dec 2012	15	0	0
Jan 2013	20	6	0
Feb 2013	9	1	0
Mar 2013	14	0	0
Total	**179**	**19**	**1**

(Table 18 – Information Requests 2012-13)

- The Service collects and maintains information and data to enable the organisation to undertake statutory duties.

- In Quarter 4, Freedom of Information subject request areas have included requests for Incidents Reports, enquires regarding Firefighter injuries on Service premises, Information and Communications Technology (ICT) contract provision and the number of false alarms caused by burnt toast over the last three years.

- The overall number of information requests received has decreased slightly from 227 in 2011-12 to 199 in 2012-13. Freedom of Information requests have reduced from 216 to 179 and Data Protection Act requests have increased from 11 to 19. There has been one Environmental Information Regulations request in 2012-13 compared with none in the previous year.