

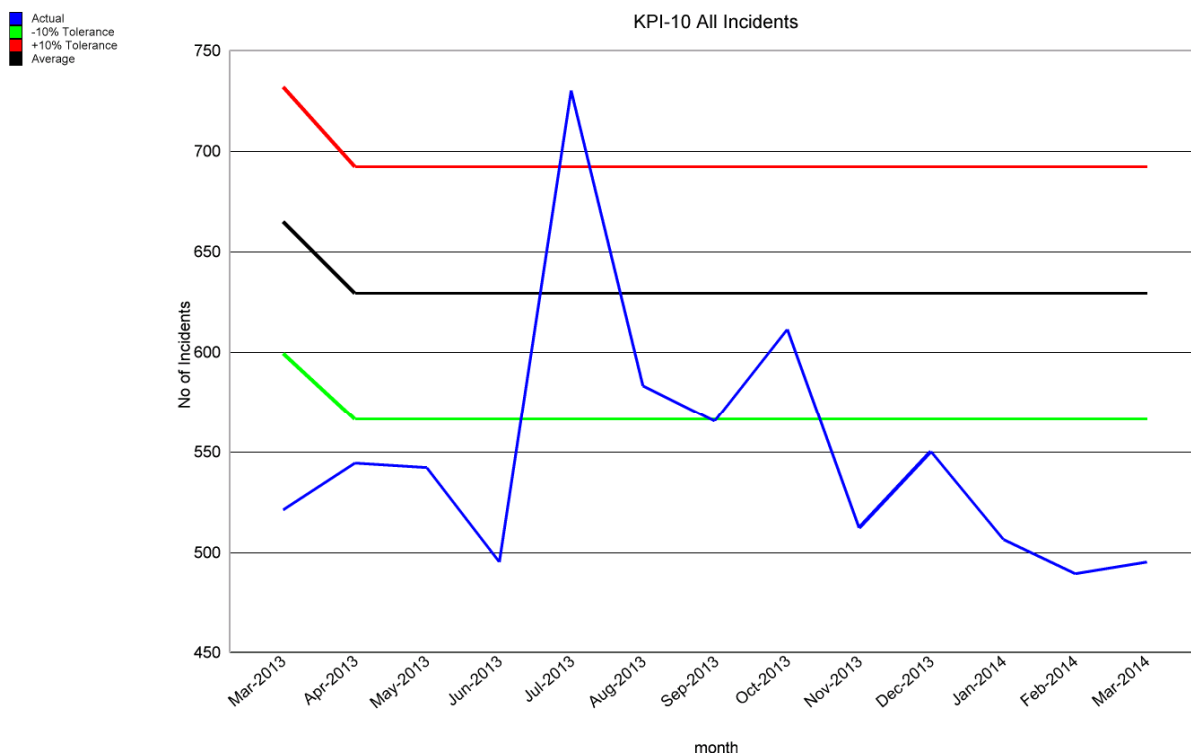
Fire and Rescue Authority Plan 2013-14

2013-14 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 2013 to March 2014)

Summary Total incident levels for 2013-14 show a slight decrease in operational activity compared with the previous year. Special service incidents have reduced but there have been increases in the number of false alarms attended and in total fires attended, particularly due to an increase in secondary fires when compared with 2012-13. The total number of incidents attended is the lowest total since the current dataset has been collected for the past eight years.

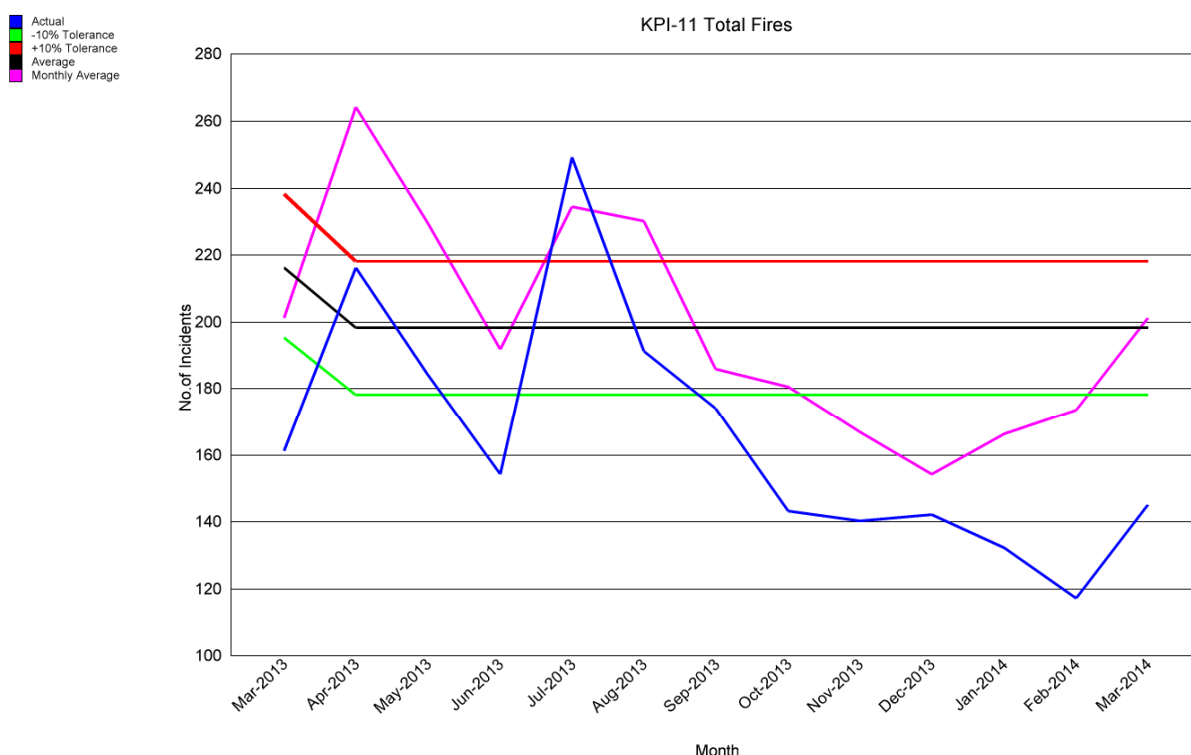
Total Incidents	2012-13	2013-14	Percentage change
All Fires	1770	1987	12.3%
Special Services	1698	1458	-14.1%
False Alarms	3175	3177	0.1%
Total Incidents	6643	6622	-0.3%

(Table 1 – Total Incidents 2012-13 and 2013-14)

- There has been an increase in the total number of fires attended in 2013-14 compared with the previous year. The spike in all incidents in July shown in the above graph was due to increases in the number of secondary fires in that month.
- Special Service calls have reduced mainly due to a reduction in flooding incidents when compared with the same period last year and is the lowest annual total attended for the last eight years.
- There has been a slight increase in the number of false alarm calls compared with the position at end of last year and is the second lowest total attended in the last eight years after financial year 2012-13.

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.



(Figure 2 – Total Fires per month March 2013 to March 2014)

Summary Increases in secondary fires in July and chimney fires attended in April have contributed to an overall increase in the total number of fires attended in 2013-14 compared with the same period in the previous financial year.

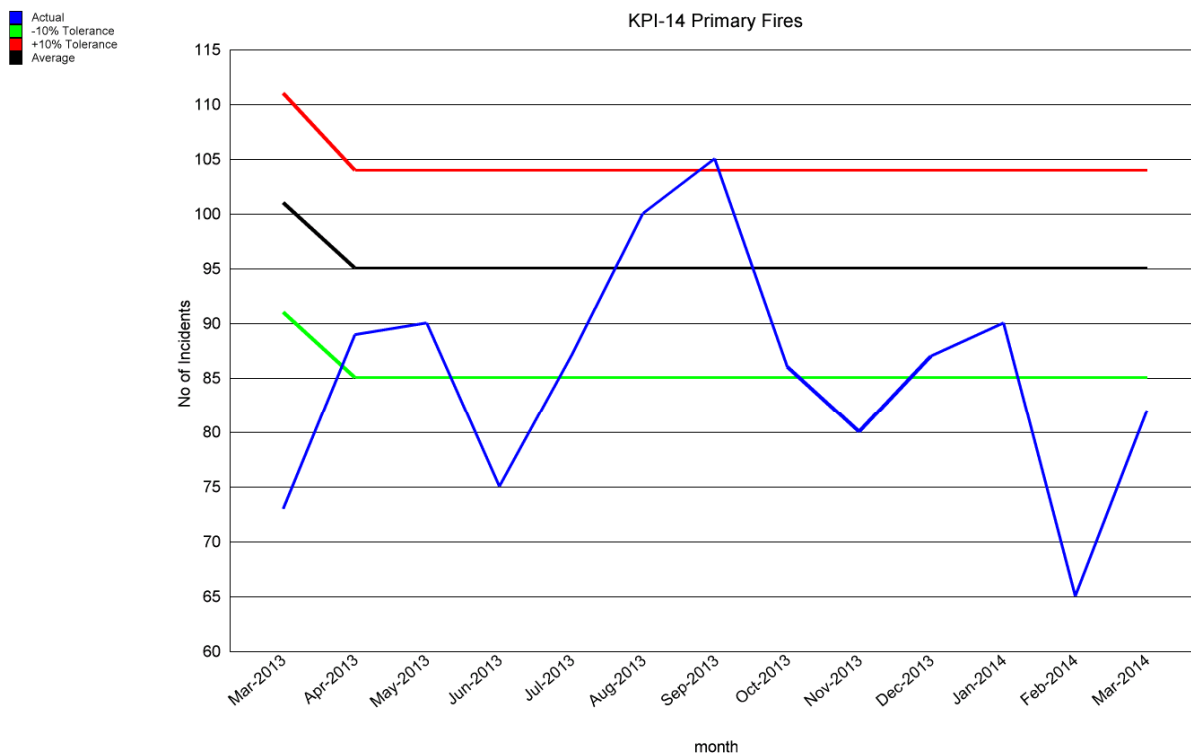
Total Fires	2012-13	2013-14	Percentage change
Primary Fires	983	1037	5.5%
Secondary Fires	546	755	38.3%
Chimney Fires	241	195	-19.1%
Total Fires	1770	1987	12.3%

(Table 2 – Total Fires 2012-13 and 2013-14)

- Primary fires have increased by 5.5% when compared with the last same period last year (1037 compared with 742) but are down 11.4% from last 5 years average (1171 incidents).
- Secondary fires have increased by 38.3% when compared with the same period last year (755 compared with 546). This is because the previous 2012-13 year predominantly had wet weather conditions and therefore the expected seasonal increase in secondary fires during the summer of 2012-13 had been lower than usual. The 2013-14 year saw a return to more usual summer weather conditions and hence the increase in secondary fires. The number of secondary fires attended in 2013-14 is still down 26.7% from the last 5 years average (1030 incidents).
- Chimney fires have decreased by 19.1% compared with 2012-13 (195 compared with 241) and are down by 18.9% compared with the average number of chimney fire incidents attended in the last 5 years (240 incidents).

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 2013 to March 2014)

Summary Primary fires numbers in 2013-14 have increased when compared with the last financial year but are down on the average for the last five previous years.

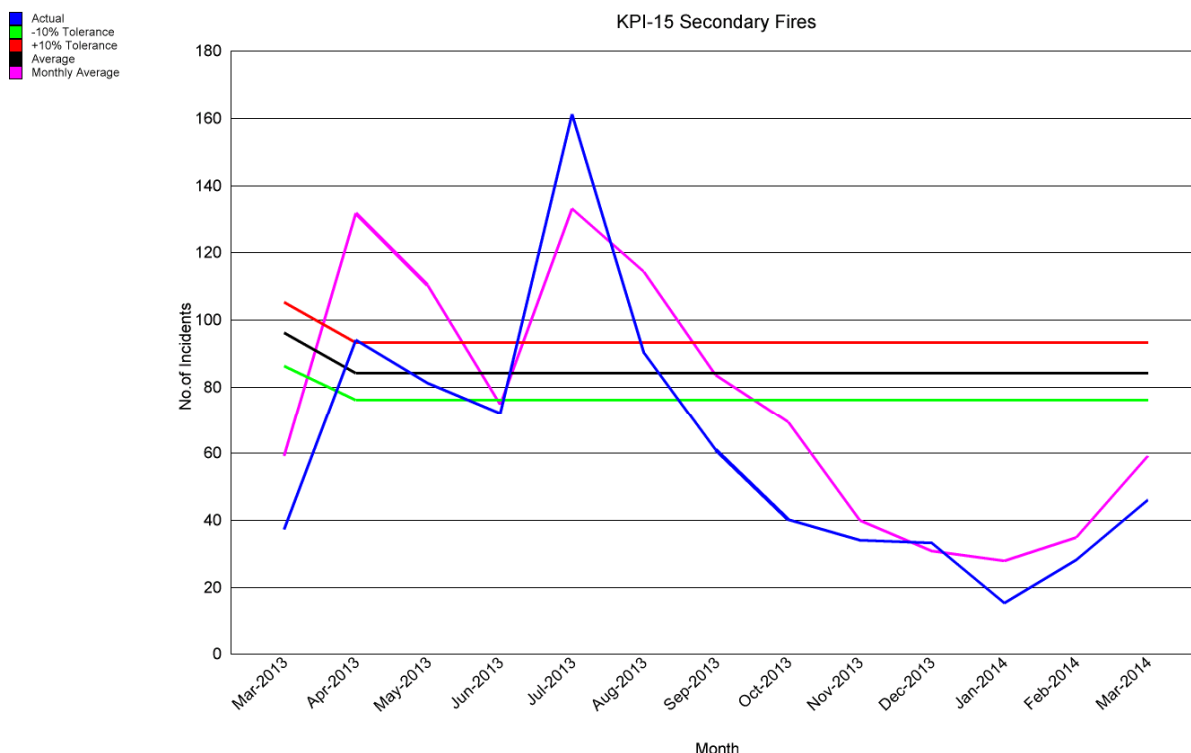
Primary Fires	2012-13	2013-14	Percentage change
Building Fires	649	657	1.2%
Vehicle & Transport Fires	270	283	4.8%
Outdoor Fires	64	97	51.6%
Total Fires	983	1037	5.5%

(Table 3 – Primary Fires 2012-13 and 2013-14)

- Building Fires have increased by 1.2% compared with the previous year. Within the category of building fires, dwelling fires and other residential fires have reduced by 5.3% and 5.7% respectively, but non-residential building fires have increased by 15.8%. One of the reasons for this increase is an increase in industrial processing building fires which includes recycling plants.
- Car fires account for the largest proportion of Vehicle and Transport fires and they have reduced from 177 in 2012-13 to 167 in 2013-14.
- Although small in context, the number of outdoor fires has increased from 64 in 2012-13 to 97 in 2013-14. This is mainly due to the predominantly drier conditions in this last summer when compared to the year before, which has also led to an increase in the number of secondary fires attended.
- Injuries from primary fires have reduced when compared with the same period last year. There were 43 injuries from primary fires in 2013-14 compared with 58 in 2012-13. 25 of the 43 injuries from primary fires were as a result of the casualty being overcome by smoke or having breathing difficulties, 16 had slight or severe burns, and one had a combination of burns and overcome by smoke. There was one casualty who experienced cuts or lacerations as a result of the fire.
- 29 of the 43 injuries were as a result of accidental dwelling fires. 15 were as a result of fires which started in the kitchen, 8 were as a result of living room fires, 3 from bedroom fires and 3 from other locations. There were 10 injuries as a result of accidental dwelling fires in February 2014 alone; these included three injuries from a single house fire in Redditch.
- There have been two further fatalities from primary fires in the fourth quarter of this year following the four fatalities reported at the end of Quarters 1 to 3 2013-14. The two fatalities in Quarter 4 were as a result of a house fire in the Charford area of Bromsgrove on 7th January 2014 and at a caravan fire in Upper Pendock, Malvern on 25th March 2014. 5 out of the 6 fatalities in 2013-14 were as a result of accidental dwelling fires, the other fatality was of a deliberate nature.

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 – Secondary Fire Incidents per month March 2013 to March 2014)

Summary Secondary fire numbers have increased in 2013-14 compared with the previous year due to the drier conditions during last summer when compared with the predominantly wet weather conditions in Summer 2012.

- The table below shows that the largest increases in secondary fires, comparing 2013-14 with 2012-13, were in fires located in grassland, woodland and crops. There were 271 grassland, woodland and crop fires in 2013-14 which represent 35.9% of all secondary fires compared with 130 grassland woodland and crop fires in 2012-13 (23.8% of all secondary fires).

Secondary Fires	2012-13	2013-14	Percentage change
Grassland woodland and crops	130	271	108.5%
Other Outdoors (including land)	203	249	22.7%
Outdoor equipment & machinery	10	12	20.0%
Outdoor Structures	172	190	10.5%
Building & Transport	31	33	6.5%
Total Fires	546	755	38.3%

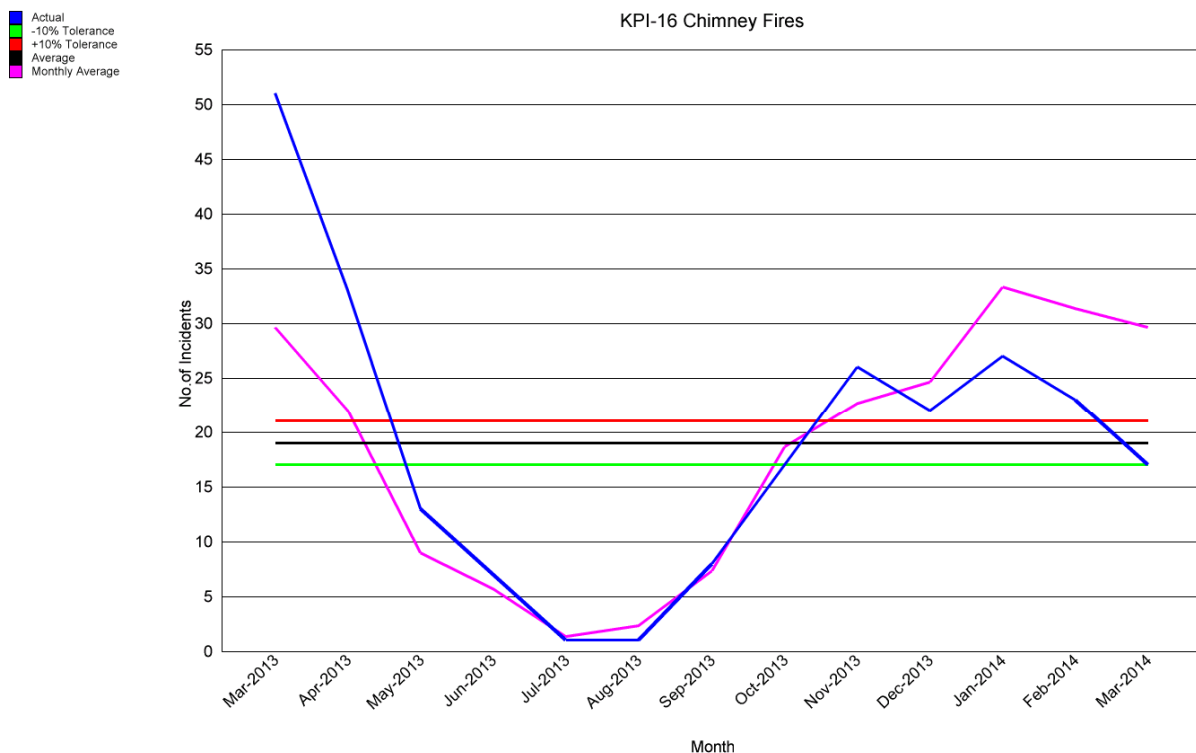
(Table 4 – Secondary Fires 2012-13 and 2013-14)

- There has also been an increase in the number of secondary fires in other outdoor locations which together with grassland, woodland and crop fires make up the majority of all secondary fires. 133 out of the 520 grassland woodland and crop and other outdoor fires occurred in July 2013 and 23 of these were in Worcester station area.

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.

Summary Chimney fires have decreased by 19.1% compared with 2012-13 (195 compared with 241) and is down by 18.9% compared with the average number of chimney fire incidents attended in the last 5 years (240 incidents).



(Figure 5 –Chimney Fire Incidents per month March 2013 to March 2014)

- The total number of chimney fires attended throughout 2013-14 has reduced when compared with the previous year. Chimney fires have also reduced by 18.9% when compared with the average number of chimney fire incidents attended in the last 5 years which was 240 incidents.

Chimney Fires	2012-13	2013-14	Percentage Change
April	21	33	57.1%
May	8	13	62.5%
June	7	7	0.0%
July	2	1	-50.0%
August	3	1	-66.7%
September	10	8	-20.0%
October	16	17	6.3%
November	26	26	0.0%
December	26	22	-15.4%
January	44	27	-38.6%
February	27	23	-14.8%
March	51	17	-66.7%
Total	241	195	-19.1%

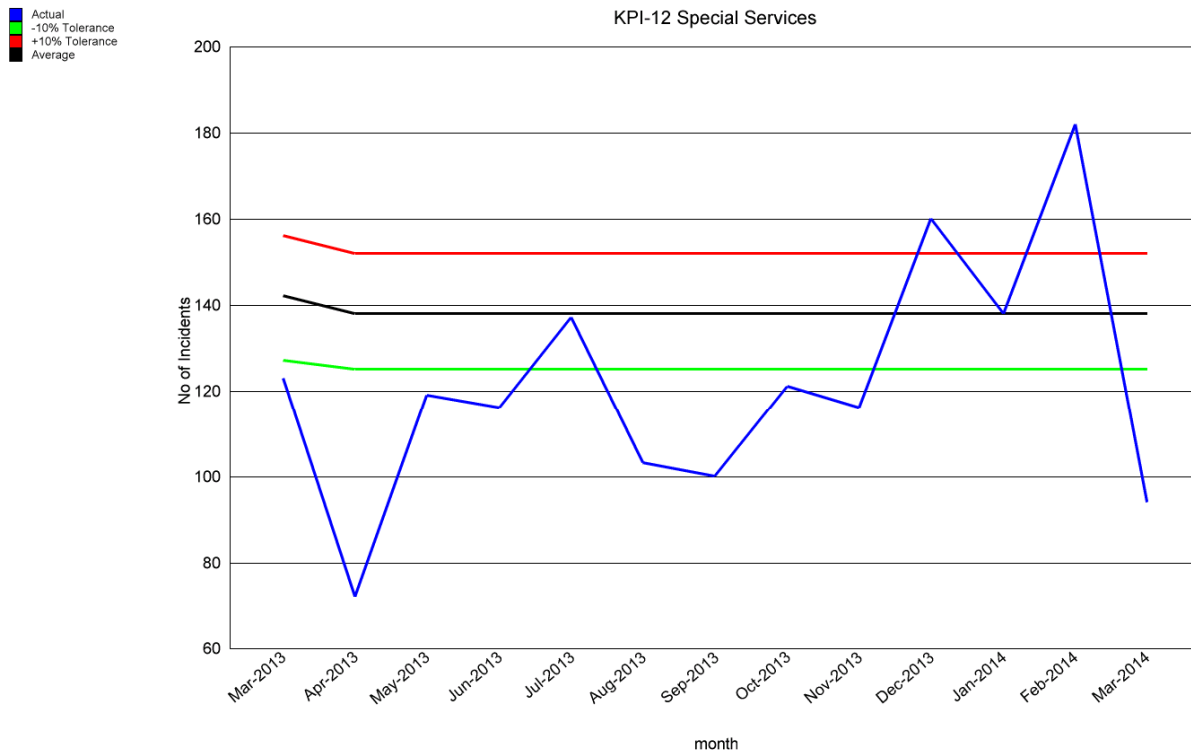
(Table 5 – Chimney Fires 2012-13 and 2013-14)

2. 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 2013 to March 2014)

Summary Special Service incidents totals have declined by 22.9% when compared with the previous year, and represents the lowest number of special service incidents attended for the eight years in which the current dataset has been collected.

All Special Services	2012-13	2013-14	Percentage change
RTC Incidents	597	565	-5.4%
Flooding	181	113	-37.6%
Rescue/Evacuation from Water	100	79	-21.0%
Animal Assistance	93	103	10.8%
Other Special Services	727	598	-17.7%
Total Incidents	1698	1458	-22.9%

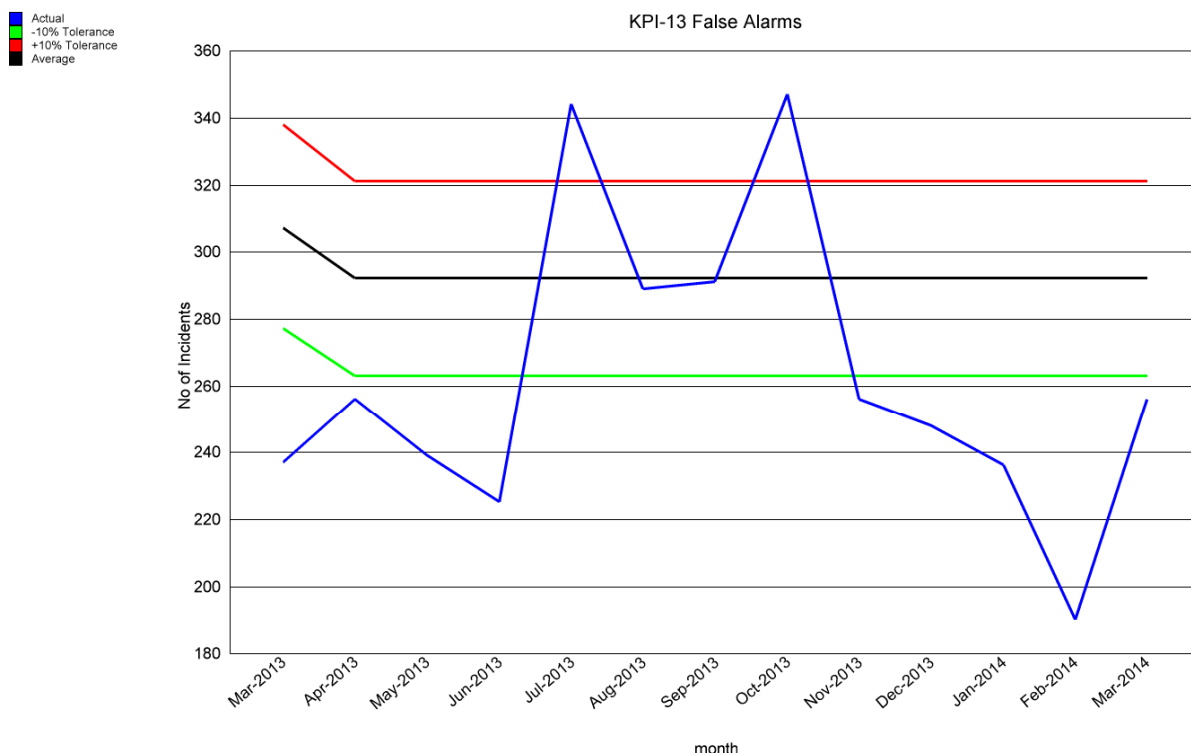
(Table 6 – Special Services 2012-13 and 2013-14)

- Although the Service attended a spate of wet weather incidents in January and February 2014, there were less wet weather related incidents attended overall in 2013-14 than compared to the previous year.

- In addition to property based flooding incidents, there are also other incident types that are adversely affected by wet weather conditions. These include making safe (not RTC) and rescues and evacuation from water incident types. All of these incident types have reduced when compared with the same period last year.
- The number of RTC incidents has also reduced when compared with the previous year. This is despite a large increase in December 2013 with 78 RTC's attended. There were only 19 RTC's attended in April 2013 compared with 43 in the same month in 2012. On average RTC's usually account for around 35% of all special service incidents but in April this was down to 26.4%.
- The largest sub category of Other Special Services was animal assistance incidents (103) which in 2013-14 accounted for nearly 7.1% of all special service incidents (1458 incidents) and which have increased by 10.8% when compared with the previous year. The two specialist animal rescue teams in Bromyard and Pershore have attended 11 large animal rescue incidents since becoming operational in September 2013.

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 7 – False Alarm Incidents per month March 2013 to March 2014)

Summary The total number of false alarms attended has increased slightly in 2013-14 compared with the previous year and is the second lowest number of false alarm incidents attended in the last eight years, after 2012-13.

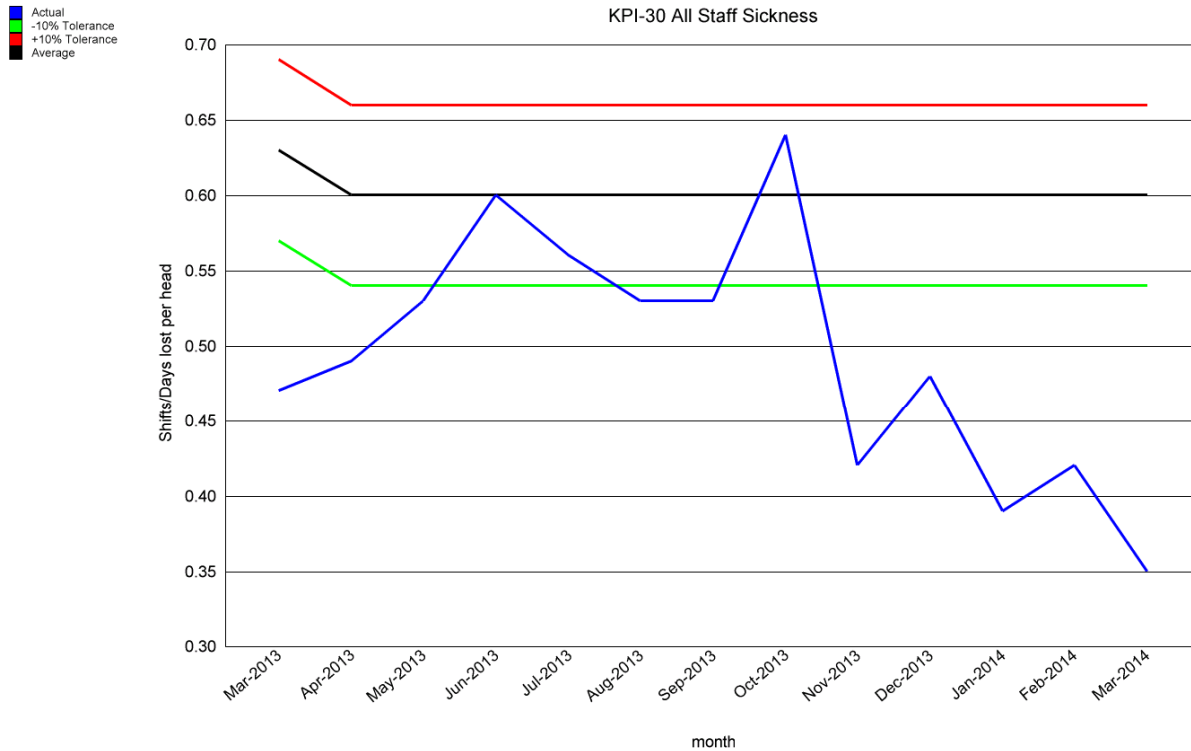
- There has been a slight increase in the number of good intent false alarms attended and a larger increase in the number of malicious false alarms when compared with the previous year.
- This has been negated by the slight decrease in the number of automatic false alarms attended which represents the largest proportion of all false alarms.
- The increase in good intent false alarms is due to an increase in bonfires mistaken for fires and the decrease in the number of automatic false alarm attended is mainly due to a reduction in the number of alarms carelessly or accidentally set off and also due to a reduction in damaged false alarm systems.

Total False Alarms	2012-13	2013-14	Percentage change
Malicious False Alarms	39	46	17.9%
False Alarm Good Intent	708	730	3.1%
Automatic False Alarms	2428	2401	-1.1%
Total False Alarms	3175	3177	0.1%

(Table 7 – False Alarms 2012-13 and 2013-14)

3. Absence Management

3.1. All Staff Sickness



(Figure 8 – All Staff Sickness March 2013 to March 2014)

Summary Sickness levels for all staff have remained within tolerance levels on a monthly basis since April and has dropped from a peak in October 2013.

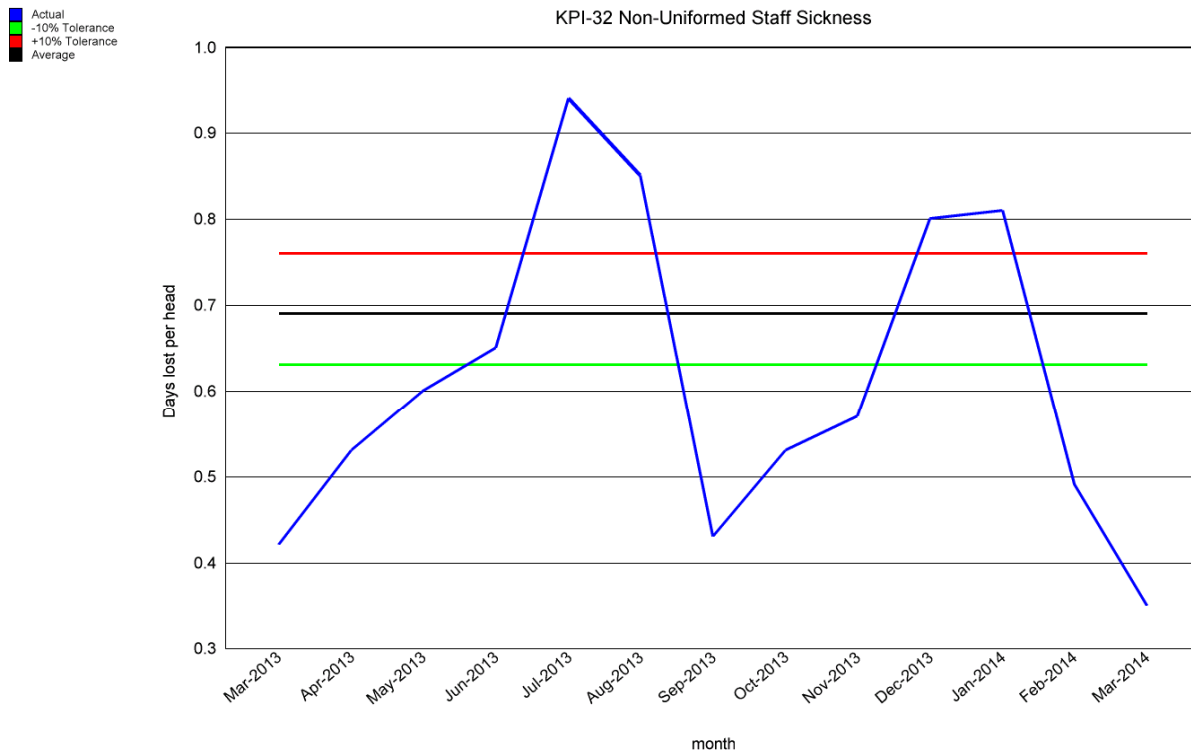
	Short Term All Staff Sickness per head (shifts/days lost)	Long Term All Staff Sickness per head (shifts/days lost)	All Staff Sickness per head (shifts/days lost)
April 13	0.38 (174.04)	0.11 (48)	0.49 (222.04)
May 13	0.28 (127.3)	0.24 (110.37)	0.53 (237.67)
June 13	0.28 (125.31)	0.32 (145)	0.60 (270.31)
July 13	0.16 (71)	0.40 (182.27)	0.56 (253.27)
Aug 13	0.17 (76)	0.36 (155.18)	0.53 (231.18)
Sept 13	0.24 (106.27)	0.29 (124.18)	0.53 (230.45)
Oct 13	0.31 (135.18)	0.33 (142.27)	0.64 (277.45)
Nov 13	0.22 (92.8)	0.21 (88.64)	0.42 (181.44)
Dec 13	0.34 (148.7)	0.13 (57.8)	0.48 (206.5)
Jan 14	0.36 (155.1)	0.03 (12.7)	0.39 (167.8)
Feb 14	0.32 (137.05)	0.10 (43.6)	0.42 (180.65)
Mar 14	0.20 (102.6)	0.11 (46.5)	0.35 (149.1)
Total	3.25 (1451.35)	2.63 (1156.51)	5.92 (2607.86)

(Table 8 – All Staff Sickness per month 2013-14)

- The largest monthly total of all staff sickness for 2013-14 was in October 2013 where 0.64 days/shifts per head were lost to sickness absence and 51.2% of all staff sickness in that month was due to long term staff sickness.

- Long term staff sickness rose as a monthly proportion of all staff sickness from 21% of all staff sickness in April and by July it accounted for 71% of all staff sickness. It has since reduced as proportion of all staff sickness from August onwards and in January it represented only 7.5% of all staff sickness. At the end of the year, long term staff sickness represented 49% of all staff sickness for the whole year.

3.2.Non-Uniformed Staff Sickness



(Figure 9 – Non-Uniform Staff Sickness March 2013 to March 2014)

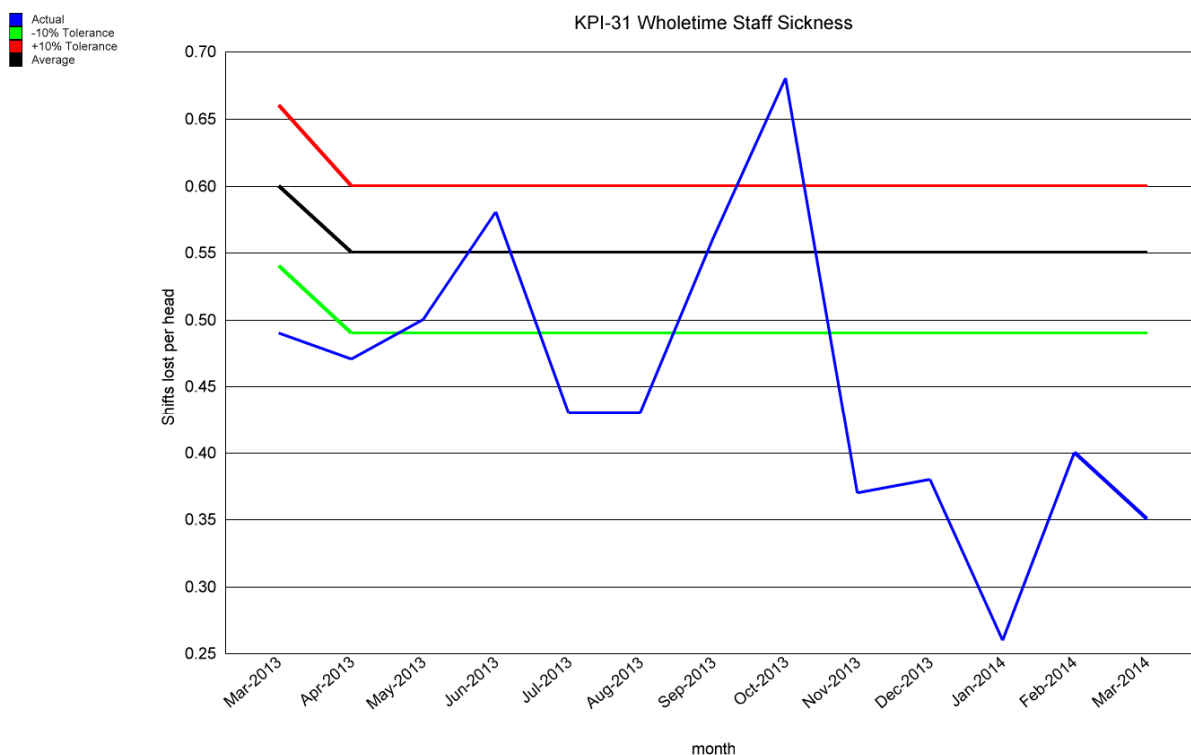
Summary Non-Uniform sickness was out of tolerance levels on a monthly basis in July, August, December and January 2014 but was within tolerance levels for the rest of the period and is within overall tolerance for the whole year.

- The largest monthly total of all non-uniform staff sickness for 2013-14 was in July 2013 where 0.94 days per head were lost to sickness absence, and nearly 75% of the non-uniformed sickness in July was due to long term sickness (0.7 days per head).
- Since July, long term non-uniformed staff sickness has reduced as a monthly proportion of all non-uniform staff sickness and in January it represented only 11.4% of all non-uniform staff sickness. At the end of the year long term staff sickness represented 42.9% of all non-uniformed staff sickness for the whole year.

	Non-Uniform Short Term Sickness per head (Days lost)	Non-Uniform Long Term Sickness per head (Days lost)	All Non-Uniform Staff Sickness per head (Days lost)
April 13	0.53 (62.54)	0.0 (0)	0.53 (62.54)
May 13	0.27 (31.3)	0.33 (38.37)	0.60 (69.67)
June 13	0.30 (34.31)	0.35 (40)	0.65 (74.31)
July 13	0.24 (27)	0.70 (80.27)	0.94 (107.27)
Aug 13	0.25 (26)	0.6 (63.18)	0.85 (89.18)
Sept 13	0.11 (11.27)	0.32 (34.18)	0.43 (45.45)
Oct 13	0.34 (36.18)	0.18 (19.27)	0.53 (55.45)
Nov 13	0.31 (32.8)	0.25 (26.64)	0.57 (59.44)
Dec 13	0.69 (72.7)	0.10 (10.8)	0.80 (83.5)
Jan 14	0.72 (75.1)	0.09 (9.7)	0.81 (84.8)
Feb 14	0.36 (37.05)	0.13 (13.6)	0.49 (50.65)
Mar 14	0.20 (20.6)	0.14 (14.5)	0.35 (35.1)
Total	4.26 (466.85)	3.20 (350.51)	7.45 (817.36)

(Table 9 – Non-Uniform Staff Sickness per month 2013-14)

3.3. Wholetime Staff Sickness



(Figure 10 – Wholetime Staff Sickness March 2013 to March 2014)

Summary Wholetime sickness was out of tolerance in October 2013 but within tolerance on a monthly basis for the rest of the year.

- The largest monthly total of wholetime staff sickness in 2013-14 was in October 2013 where 0.68 shifts per head were lost to sickness absence. 55.4% of wholetime staff sickness in this month was due to long term sickness (0.38 shifts per head) .

- As with non-uniform sickness, long term wholetime staff sickness has now reduced to 0.10 shifts per head in March and accounted for 45.02% of all wholetime staff sickness at the end of the year.

	Wholetime Short Term Staff Sickness per head (shifts lost)	Wholetime Long Term Staff Sickness per head (shifts lost)	All Wholetime Sickness per head (shifts lost)
April 13	0.33 (111.5)	0.14 (48)	0.47 (159.5)
May 13	0.29 (96)	0.21 (72)	0.50 (168)
June 13	0.27 (91)	0.31 (105)	0.58 (196)
July 13	0.13 (44)	0.30 (102)	0.43 (146)
Aug 13	0.15 (50)	0.28 (92)	0.43 (142)
Sept 13	0.29 (95)	0.27 (90)	0.56 (185)
Oct 13	0.30 (99)	0.38 (123)	0.68 (222)
Nov 13	0.18 (60)	0.19 (62)	0.37 (122)
Dec 13	0.23 (76)	0.14 (47)	0.38 (123)
Jan 14	0.25 (80)	0.01 (3)	0.25 (83)
Feb 14	0.31 (100)	0.09 (30)	0.40 (130)
Mar 14	0.20 (82)	0.10 (32)	0.35 (114)
Total	2.92 (965.5)	2.44 (806)	5.42 (1790.50)

(Table 10 – Wholetime Sickness per month 2013-14)

3.4.Comparative data

Sickness Absence	2012-13	2013-14	Percentage change
Wholetime Staff Sickness	6.57 (2243.5)	5.42 (1790.5)	-17.5%
Non-Uniform Staff Sickness	8.92 (1073.806)	7.45 (817.36)	-16.5%
All Staff Sickness	7.18 (3317.306)	5.92 (2607.86)	-17.5%

(Table 11 – All Staff Sickness 2012-13 and 2013-14)

- There has been a decrease of 17.5% in 2013-14 in all staff sickness compared with the previous year. There have been similar percentage reductions in wholetime and non-uniformed staff sickness year on year. The main reason for these decreases are reductions in the amount of long term sickness taken. There has been a 33% decrease in the amount of long term sickness taken by non-uniform staff between 2012-13 and 2013-14.
- This results in an annual 5.92 days/shifts per head lost to all staff sickness. This would result in an improvement when compared with the figure of 7.18 shifts/days lost per head to all staff sickness in 2012-13 and also compares favourably with the reported annual sickness absence estimates of 7.99 for Worcestershire County Council for 2013-14 and 11.1 for Herefordshire for 2013-14. There were 5.42 shifts lost per person for wholetime staff and 7.45 days lost per person for non-uniform staff by the year end.

Quarter 1-3 2013-14 only	Wholetime Staff Sickness	Non-Uniformed Staff Sickness
Hereford & Worcester FRS	4.37	5.78
Gloucestershire FRS	5.42	10.77
Shropshire FRS	N/a	N/a
Staffordshire FRS	3.64	5.89
Warwickshire FRS	2.93	2.36
West Midlands FS	3.95	8.06

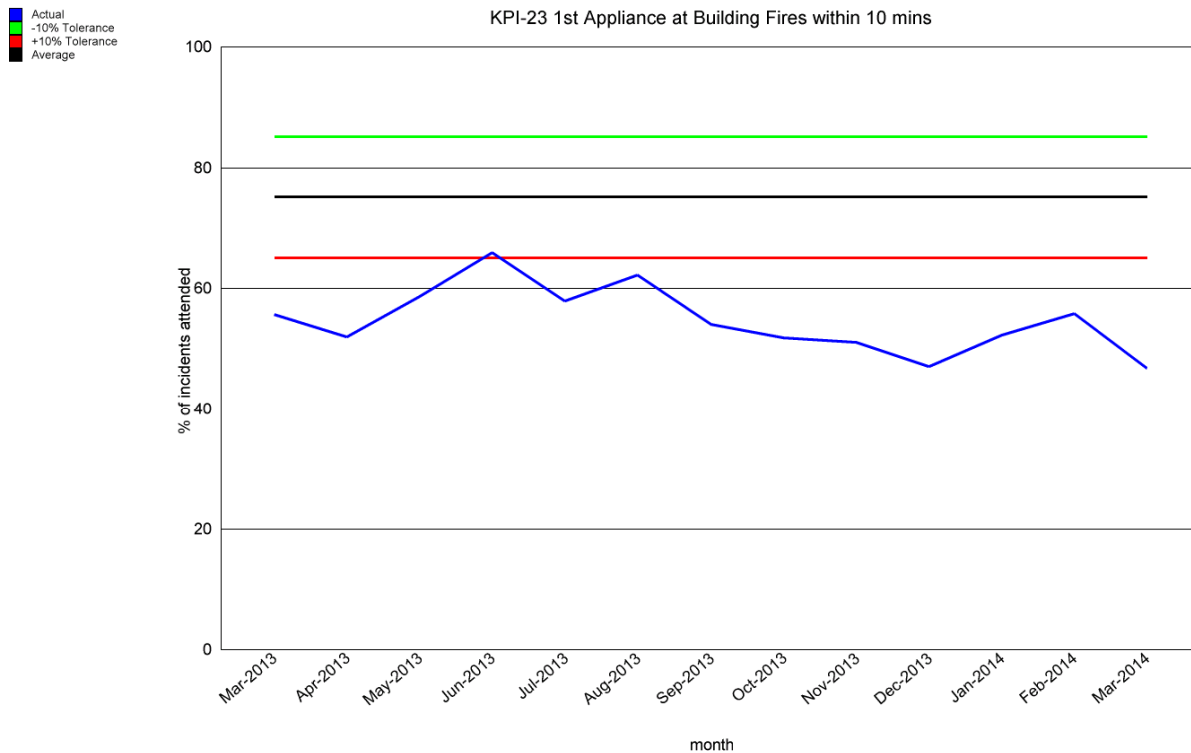
(Table 12 – Fire Services Sickness Quarters 1-3 2013-14 only)

- Although end of year comparison figures with other local Fire Services are not available at the time of writing, the Service had similar figures when compared with other local fire services at the end of Quarter 3 for wholetime and non-uniform sickness.
- Comparison figures are also available with other Family Group 4 Fire Services via a benchmarking process. Hereford and Worcester was 4th out of 8 FRS providing sickness data for all staff at the end of Quarter 3.

4. Key Performance Indicators Out of Tolerance

At the end of 2013-14, all key performance indicators (KPI) were within the 10% tolerance levels, except for the indicators regarding the first and second attendance by an appliance at Building fires within 10 minutes which forms part of the attendance standards set in the Services' Integrated Risk Management Plan (IRMP) 2009-2012.

4.1. Attendance Standards – 1st Appliance at Fires in Buildings



(Figure 11 – Percentage of 1st Appliance at Building Fires within 10 minutes – March 2013 to March 2014)

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 51.5% of these failures. Of the remainder, 18.2% were attended in a time of between 10 and 11 minutes.

1 st Appliance attendance at Building Fires within 10 minutes	2012-13	2013-14
Building fires attended within 10 minutes	431	366
Total Number of Building fires attended	675	677
% attended within 10 minutes	63.9	54.6

(Table 13 – 1st Appliance attendance 2012-13 and 2013-14)

- There were less building fires attended within 10 minutes at the end of 2013-14 than at the end of previous year 2012-13. The overall average time taken to attend all types of incidents in 2013-14 was 10 minutes 37 seconds (excluding two late fire calls). 55 out of the 311 fires which were not attended within 10 minutes were attended within 11 minutes.

- 508 out of the 677 of building fires or 75% of incidents were attended in time of 12 minutes 44 seconds or less, the remaining 25% or 169 incidents were attended in a time more than 12 minutes 44 seconds.
- Further analysis undertaken during the year ascertained that one of the reasons for this is a slight change in which the time of call is recorded on the Incident Recording system following the introduction of the new Command and Control system in September 2012.
- Since the advent of the new system, the incident time of call is now recorded as earlier within the timeline of the call than under the old 3tc MIS Mobilisation system. Under the 3TC system the time of call was calculated as soon as the operator initiated an address search in the database, the operator still had to select a valid match afterwards in order to generate a proposed attendance. This has changed with the new system which has an EISEC (Enhanced Information System for Emergency Calls), feature which enables control room staff to quickly identify the location of the person placing the emergency call and results in earlier setting of the time of call.
- The impact of this can be seen in the following table which breaks down the overall attendance time in three separate components. It is important to note that the first component is over 2 minutes because the time of call is now set earlier.

1st Appliance attendance at Building Fires within 10 minutes average times	2013-14 (mm:ss)
Time of Call till time appliance mobilised	02:02
Mobilised Time till Appliance Mobile	02:32
Mobile Time till to Appliance Arrive	06:03
Time of Call to Arrival at Scene	10:37

(Table 14 – 1st Appliance attendance average times 2013-14)

- There is not an exact match between a time recorded in the new Command and Control system and the time used under the 3TC system to record the time of call. The nearest time in the new Command and Control system would be the “incident created” time which is after the time of call and is the time that the operator has found the address in the database, and now wants to look for the nearest appliance. Using the “incident created” date and time as the starting point would result in an improvement for 2013-14 from 54.6% to 67.5% with 457 out of the 677 building fires attended within 10 minutes. However it is to be noted that this is not an exact match with the old system and is therefore only an estimation.
- 243 out of the 677 building fires were in North District and 56.8% of these were attended within 10 minutes. There were 263 building fires in South District and 53.2% of these were attended within 10 minutes. The remaining 171 building fires were in West District and 51.5% of these were attended within 10 minutes.

1st Attendance at Building Fires	Building fires attended within 10 minutes	Total Number of Building fires attended	Percentage attended within 10 minutes
Wholetime	253	392	64.54%
Retained	77	189	55.0%
Day Crewed	36	89	57.0%
Over the Border	0	7	0.0%
All	366	677	55.0%

(Table 15 – 1st Appliance attendance by pump type 2013-14)

- The average time taken for a Wholetime pump to be first arrival was 9 minutes 30 seconds. The average time taken for a Retained pump to be first arrival was 12 minutes 16 seconds and the average time taken for a Day Crewed pump to be first arrival was 11 minutes 22 seconds.
- The table below illustrates breakdown of reasons giving by the officer in charge at the incident for the all 311 incidents where the standard was not met in 2013-14. Travel distance accounted for over 45% of the failures.

Travel distance to the incident	154	Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only)	3
Turn in time (Retained and Day Crew only)	57	Simultaneous Incident	3
Appliance not booked in attendance	21	Late Fire Call	2
Incident outside Station turnout area	15	Insufficient crew due to numbers of crew available	2
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	13	Training event delaying turn out i.e. drilling	2
Difficulty in locating incident address	7	Not on home station i.e. school visit, HFS check	2
Incorrect or insufficient information passed to control on initial call	7	Civil Disturbance Police intervention/Crown properties	2
Responding at normal road speed, i.e. AFA's	5	Known False Alarm	1
Mobilised from other location (not on home station)	5	Mobilised to incorrect address	1
Mobilising Error	4	Appliance involved in accident en route to incident	1
Weather conditions / Road conditions	3	Communication Equipment Fault	1
		Total	331

(Table 16 – Fire in Buildings – 1st appliance standards not met 2013-14)

- In addition to the change in time of call highlighted above, there are also 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 RDS to respond);
 - Delays in RDS 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 AFAs;
 - 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 Availability

Summary *There has been an increase in availability of 0.2% of all Retained Appliances across the Service when compared with the situation at the end of last year.*

Retained Availability	2012-13	2013-14	Percentage change
April	91.5%	90.8%	-0.7%
May	90.3%	89.4%	-0.9%
June	90.1%	87.4%	-2.7%
July	90.9%	89.2%	-1.7%
August	86.5%	87.9%	1.4%
September	90.8%	91.0%	0.2%
October	90.9%	93.0%	2.1%
November	91.9%	93.2%	1.3%
December	90.3%	91.1%	0.8%
January	93.9%	94.5%	0.6%
February	92.4%	94.2%	1.8%
March	93.0%	93.5%	0.5%
Total	91.0%	91.2%	0.2%

(Table 17 – Retained availability by month –2012-13 & 2013-14)

- The highest monthly retained availability in 2013-14 was in January 2014 where appliances were available 94.5% of the time and lowest monthly retained availability was in June 2013 where appliances were available 87.4% of the time.

Reasons for Appliances being off the run 2013-14 for all stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	8.5%
No BA wearers	6.3%
No Officer in Charge	5.2%
No driver	2.6%
Total impact on pump availability	8.8%

(Table 18 – Retained availability by factor –2013-14)

- 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 2012-13	Availability 2013-14	Better/ Worse
213 Worcester	96.4%	98.5%	2.1%
221 Stourport	90.9%	94.4%	3.5%
231 Bewdley	95.4%	93.2%	-2.2%
241 Kidderminster	97.8%	98.5%	0.7%
251 Bromsgrove	79.8%	92.1%	12.3%
261 Droitwich	79.8%	79.8%	0.0%
271 Redditch	99.4%	99.4%	0.0%
273 Redditch	76.6%	76.9%	0.3%
281 Evesham	77.3%	95.7%	18.4%
291 Pebworth	84.6%	87.6%	3.0%
302 Broadway	84.5%	83.7%	-0.8%
311 Pershore	92.1%	92.7%	0.6%
322 Upton	91.7%	97.0%	5.3%
411 Malvern	99.8%	99.0%	-0.8%
421 Ledbury	86.2%	72.3%	-13.9%
422 Ledbury	99.8%	99.9%	0.1%
431 Fownhope	97.8%	97.0%	-0.8%
441 Ross on Wye	94.6%	89.6%	-5.0%
442 Ross on Wye	99.9%	100.0%	0.1%
452 Whitchurch	84.3%	79.0%	-5.3%
463 Hereford	86.1%	97.4%	11.3%
472 Ewyas Harold	93.6%	92.9%	-0.7%
481 Eardisley	99.2%	96.3%	-2.9%
492 Kington	92.4%	98.5%	6.1%
502 Leintwardine	90.5%	93.9%	3.4%
511 Kingsland	99.8%	100.0%	0.2%
521 Leominster	82.2%	80.1%	-2.1%
522 Leominster	100.0%	100.0%	0.0%
531 Tenbury	84.5%	62.0%	-22.5%
532 Tenbury	99.9%	99.4%	-0.5%
541 Bromyard	74.5%	74.4%	-0.1%
542 Bromyard	99.9%	99.5%	-0.4%
552 Peterchurch	92.6%	90.5%	-2.1%
Total	91.0%	91.2%	0.2%

(Table 19 – % of Retained availability by Station, comparing 2013-14 with 2012-13)

- The above data from Gartan Retained Duty system shows that in the case of two pump stations, if there is a deficiency in any way which takes the crewing below the two pump requirement then the regular pump will go off the run first so that the rescue appliance remains as available as possible. This is the case with:
 - Tenbury 531 which was available 62.0% of the time 2013-14 and has reduced by 22.5% on 2012-13 availability. This reduction in availability was due to specific circumstances where six crew members from Tenbury have resigned/retired at the end of last year which has affected crewing. The Rescue pump at Tenbury (532) was still available 99.4% of the time in 2013-14.
 - Similarly Ledbury 421 which was available 72.3% of the time in 2013-14 and has reduced by 13.9% on 2012-13 availability. This reduction in availability was mainly due in the lack of a sufficient crew and the lack of suitably qualified BA wearers. The Rescue pump at Ledbury (522) was still available 99.9% of the time in 2013-14.
 - Whitchurch 452 was available 79.0% in 2013-14 and had reduced by 5.3% compared with 2012-13 availability. This reduction in availability was mainly due to the lack of suitably qualified BA wearers or the lack of a sufficient crew.
- Three appliances have shown significant improvement 2012-13 to 2013-14:
 - Evesham 281 (up 18.4% on 2012-13 availability). The increase in availability was mainly due to increases in availability of a suitably qualified Officer in Charge and LGV drivers.
 - Bromsgrove 251 (up 12.3% on 2012-13 availability). The increase in availability was mainly due to increases in availability of a suitably qualified Officer in Charge and sufficient crew.
 - Hereford 463 (up 11.3% on 2012-13 availability). The increase in availability was mainly due to increases in availability of suitably qualified Officer in Charge and LGV drivers.
- Ross 442, Kingsland 511 and Leominster 522 all had 100% retained availability throughout 2013-14.