Fire Authority 2017-18 Performance Report: Quarter 1

This report reviews the Service's overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and On-Call Retained Firefighter availability.

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

1. Operational Activity

Operational activity covers all emergency incidents attended by Fire and Rescue Crews, including Fires, Special Services* and False Alarms. Each of these is broken down further in the following tables.
Special Services are incidents other than fires and false alarms, and includes; road traffic collisions, flooding, person rescues, lift rescues, spills and leaks and animal rescues.

1.1 Total incidents Attended

The total number of incidents attended in Q1 2017-18 was 1,772 which is an increase of 5.6% (94 incidents) compared with Q1 2016-17. The majority of the increase is accounted for by a rise of 24.3% (118 incidents) in Fire incidents (predominately Secondary fires followed by an increase in Special Service calls of 0.5% (2 incidents). False Alarms were down (26 incidents), a fall of 3.2%.
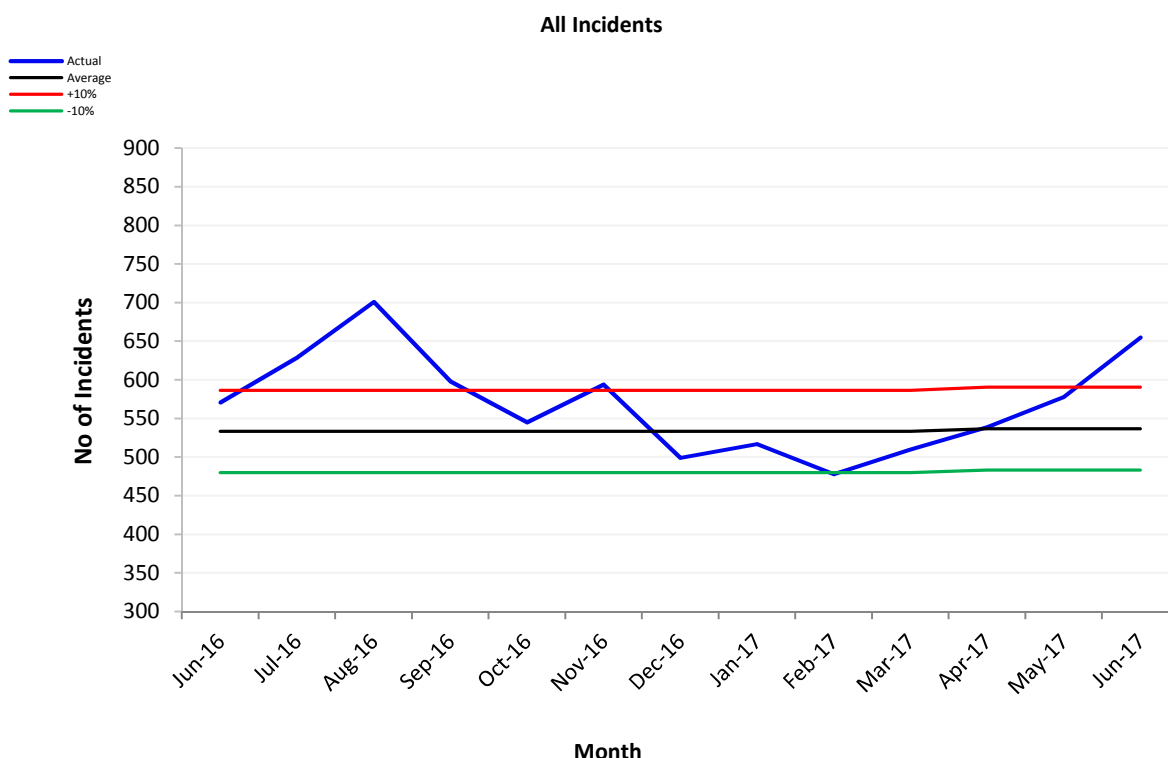

(Figure 1 – Total Incidents per month: Jun 2016 to Jun 2017)

Total Incidents	Q1 2016-17	Q1 2017-18	% change
All Fires	485	603	**24.3**
Special Services	391	393	**0.5**
False Alarms	802	776	**-3.2**
Total Incidents	**1678**	**1772**	**5.6**

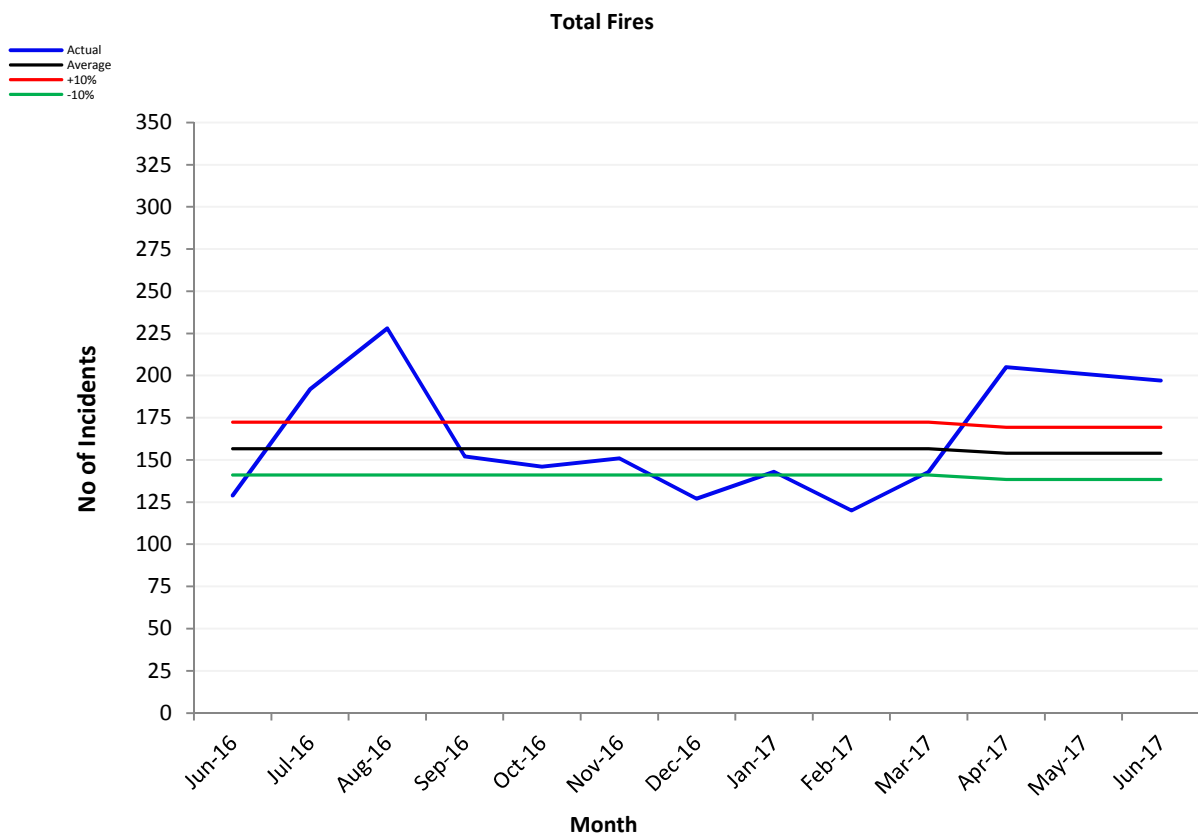*(Table 1 –Total Incidents: Q1 2016-17 and Q1 2017-18)*

- Total Fire incidents, which include Primary, Secondary and Chimney Fires, were 24.3% higher (118 incidents) than the same period in 2016-17. This is largely accounted for by a 48.5% increase in Secondary Fires (98 incidents) with an 11.8% increase of Primary Fires (30 incidents).

- The number of Special Service incidents has increased by 0.5% (2 incidents) compared with the same period in 2016-17.

- The total number of False Alarm incidents decreased by 3.2% (26 incidents) compared with the same period in 2016-17.
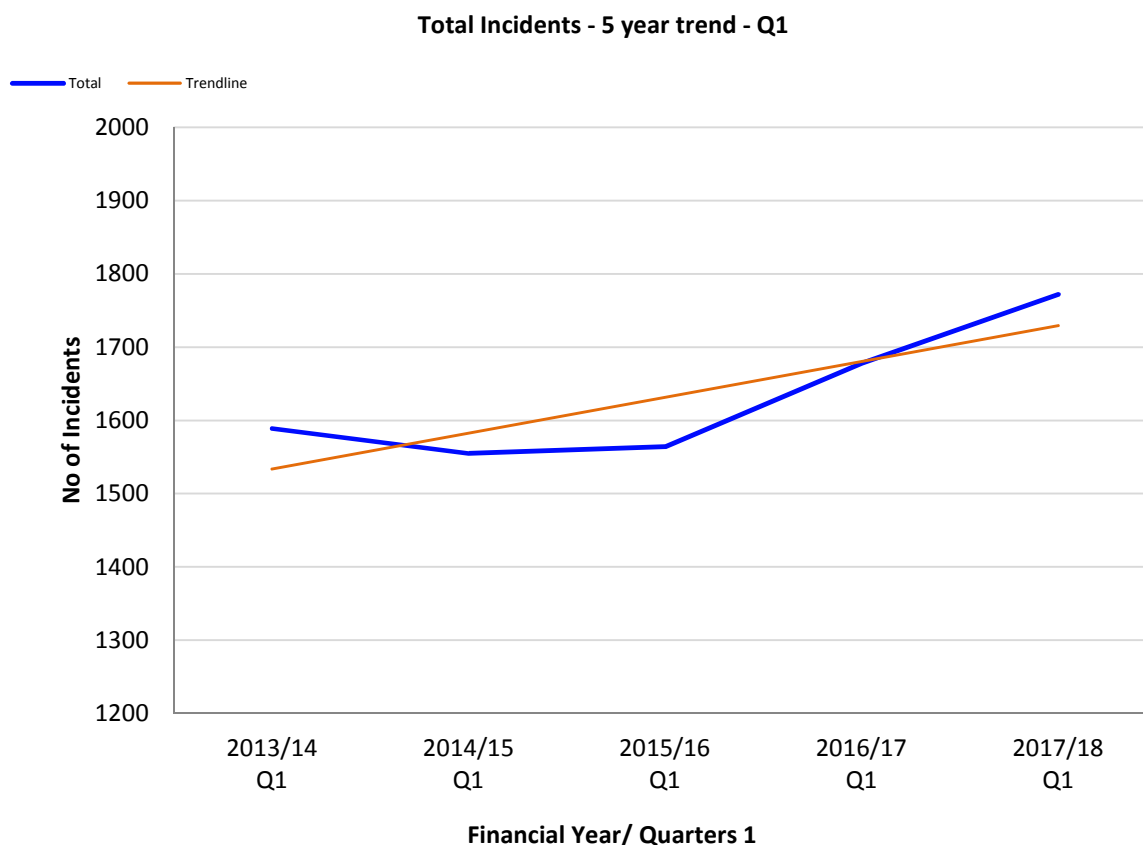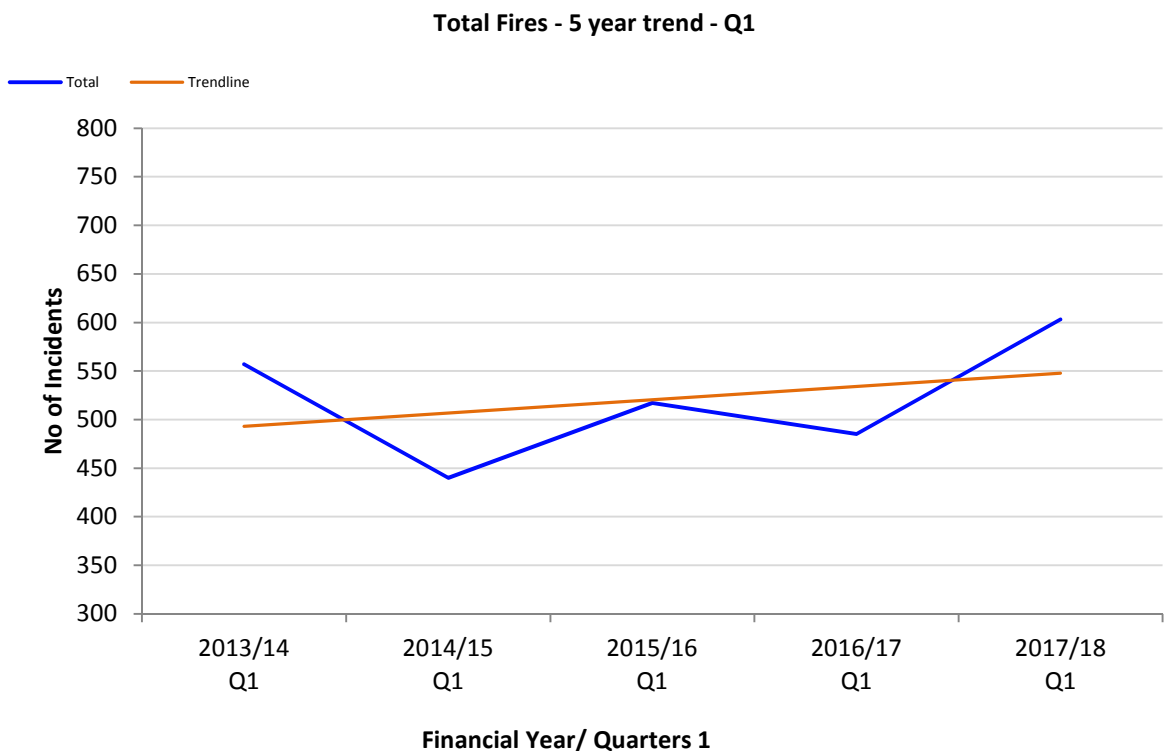

(Figure 2 – All Incidents: Q1 2013-14 to Q1 2017-18)

1.2 Total Number of Fires

The number of fires has increased by 24.3% (118 incidents) in Quarter 1 2017-18 compared with the same period in 2016-17. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months. Figure 4 shows the total number of fires in Quarter 1's for the last 5 years.

(Figure 3 – Total Fires per month: Jun 2016 to Jun 2017)

*(Figure 4 – Fire Incidents: Q1 2013-14 to Q1 2017-18)*

Total Fires	Q1 2016-17	Q1 2017-18	% change
Primary Fires	255	285	**11.8**
Secondary Fires	202	300	**48.5**
Chimney Fires	28	18	**-35.7**
Total Fires	**485**	**603**	**24.3**

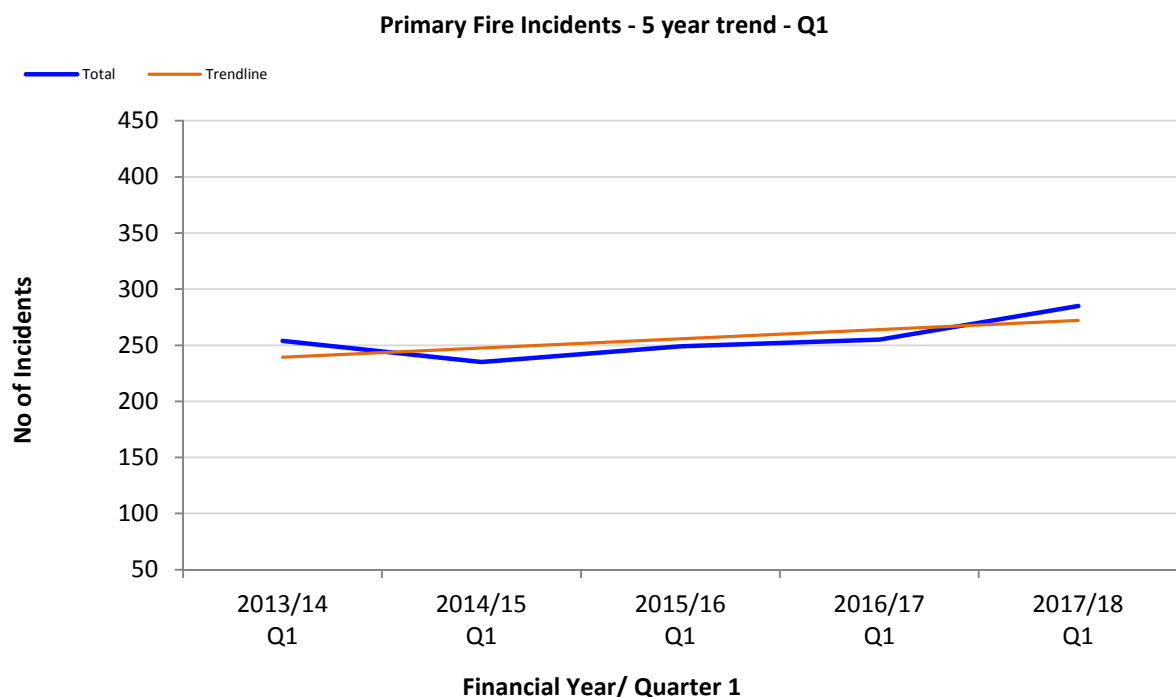*(Table 2 – Total Fires: Q1 2016-17 and Q1 2017-18)*

- The number of Primary Fire incidents increased by 30 incidents in Quarter 1 of 2017-18 compared to the same period in 2016-17, representing an increase of 11.8%.

- The number of Secondary Fires increased by 98 incidents (48.5%) compared with the same period in 2016-17.

- The number of Chimney Fires has decreased by 10 incidents (35.7%) compared with the same period in 2016-17, 27.1% fewer than the 5 year average.

- During Quarter 1, Community Risk activity included 931 Home Fire Safety Checks (HFSCs) which target vulnerable households, 304 Business Fire Safety Checks (BFSCs) and 335 Signposting referrals to other support agencies, all detailed in Appendix 2.

- Fire Safety officers continue to deliver the Houses of Multi-Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcement activity, also shown in Appendix 2.

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. In Quarter 1 of 2017-18, there was an increase of 5 Building Fires compared to the same period of 2016-17. Vehicle & Transport Fires have increased the most (20 incidents) compared with the same period in 2016-17. Building Fires continue to represent the greatest proportion (56.5%) of all Primary Fires.
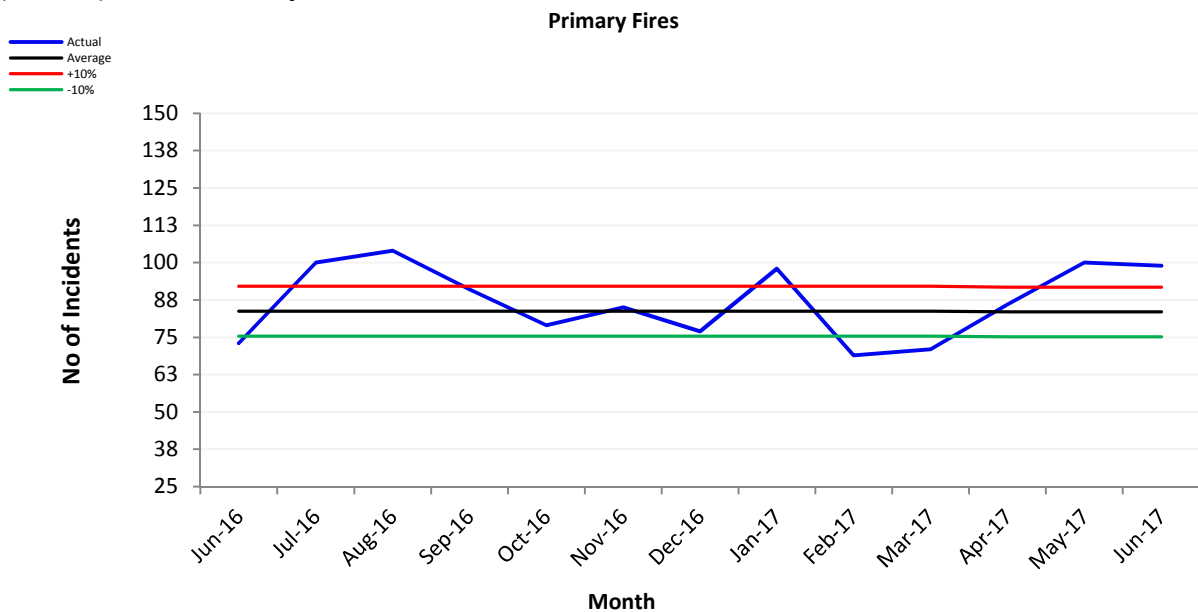
Primary Fires

(Figure 5 – Primary Fires per month: Jun 2016 to Jun 2017)

Primary Fire Incidents - 5 year trend - Q1

(Figure 6 – Primary Fires: Q1 2013-14 and Q1 2017-18)

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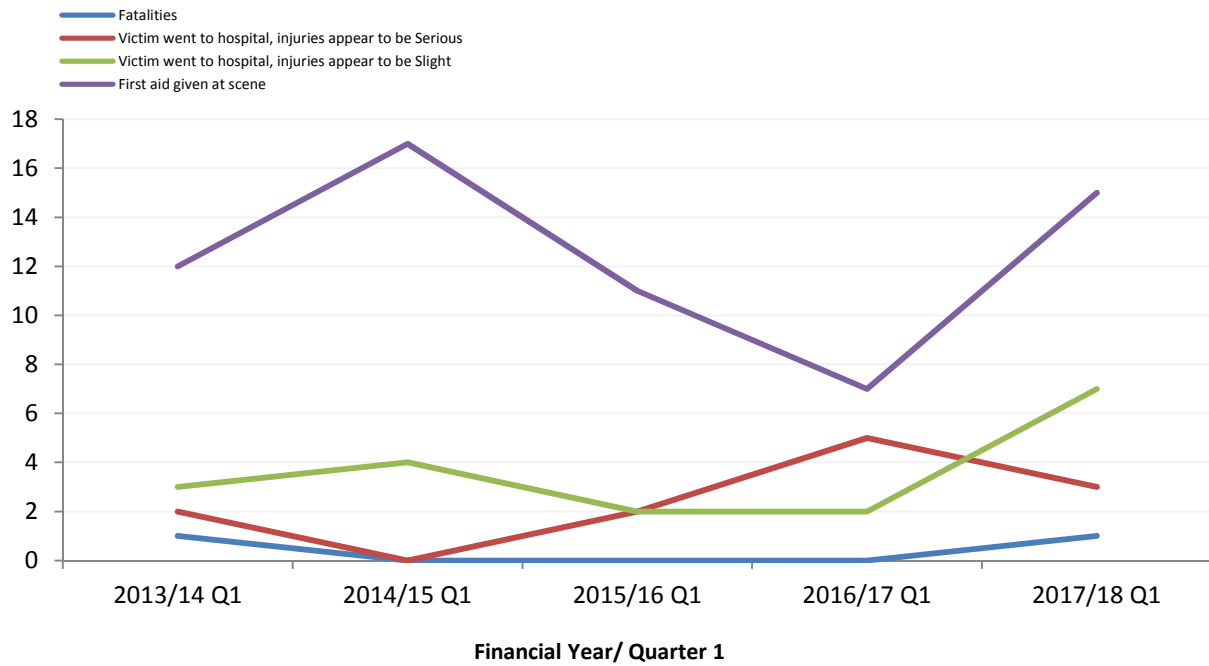| Primary Fires	Q1 2016-17	Q1 2017-18	% change
Building Fires	156	161	**3.2**
Vehicle & Transport Fires	72	92	**27.8**
Outdoor Fires	27	31	**14.8**
Total	**255**	**285**	**11.8**

(Table 3 – Primary Fires: Q1 2016-17 and Q1 2017-18)

- The number of Building Fires increased by 3.2% compared with the same period in 2016-17.

- There have been a total of 15 minor cell fire incidents at HMP Hewell in Quarter 1. Whilst the Fire Service do not have jurisdiction over prisons, Community Risk and local crews are working with HMP Hewell and the Crown Premises Inspection Group to reduce incident numbers.

- Technical Fire Safety continues to work with businesses, and post-fire audits are completed following all fires in business premises.

- Vehicle & Transport Fires increased by (27.8%) 20 incidents compared with the same period in 2016-17. Car Fires continue to account for the greatest proportion (70.3%) in this category with 52 incidents.

- Primary Outdoor Fires totalled 31 incidents in 2017-18 compared with 27 incidents in the same period in 2016-17. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.

Primary Fires Casualty:	Q1 2016-17	Q1 2017-18	% change
Fatalities	0	1	**100.0**
Victim went to hospital, injuries appear to be Serious	5	3	**-40.0**
Victim went to hospital, injuries appear to be Slight	2	7	**250.0**
First aid given at scene	7	15	**114.3**
Total	**14**	**26**	**85.7**

(Table 4 – Primary Fires Casualties: Q1 2016-17 and Q1 2017-18)

Primary Fire Injuries and Fatalities - 5 year trend

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

Financial Year/ Quarter 1

(Figure 7 – Primary Fires: Q1 2013-14 to Q1 2017-18)

- There was 1 fatality at a Primary Fire during Quarter 1 in 2017-18.

- Casualties who attended hospital with apparent 'serious' injuries decreased from 5 to 3; however those who attended hospital with apparent 'slight' injuries increased from 2 to 7.

- The greatest proportion of injuries reported were under the categories 'Victim went to hospital, injuries appear to be Slight' and 'First Aid given at scene' which have both reduced to 26.9% and 57.7% respectively when compared with the same period in 2016-17.

1.4 Secondary Fires

Secondary Fires include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was a 48.5% increase (98 incidents) in Secondary Fires in Quarter 1 2017-18 compared with the same period in 2016-17. This is mostly accounted for by an increase in Other Outdoors incidents (including land).
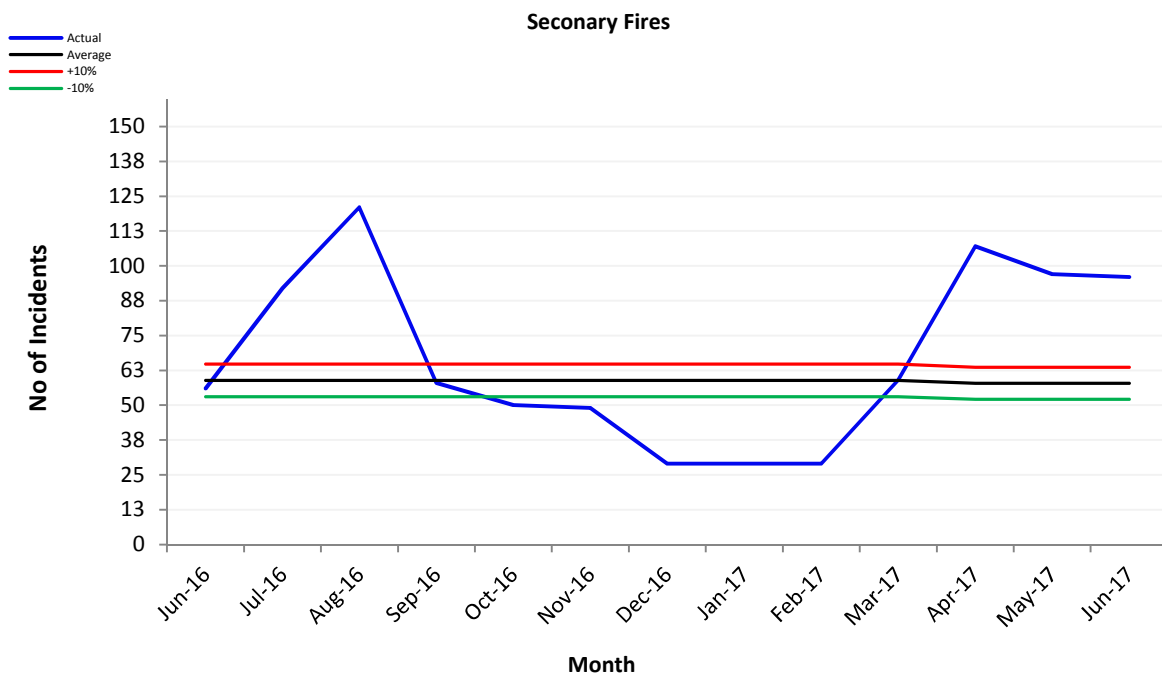
(Figure 8 – Secondary Fires per month: Jun 2016 - Jun 2017)
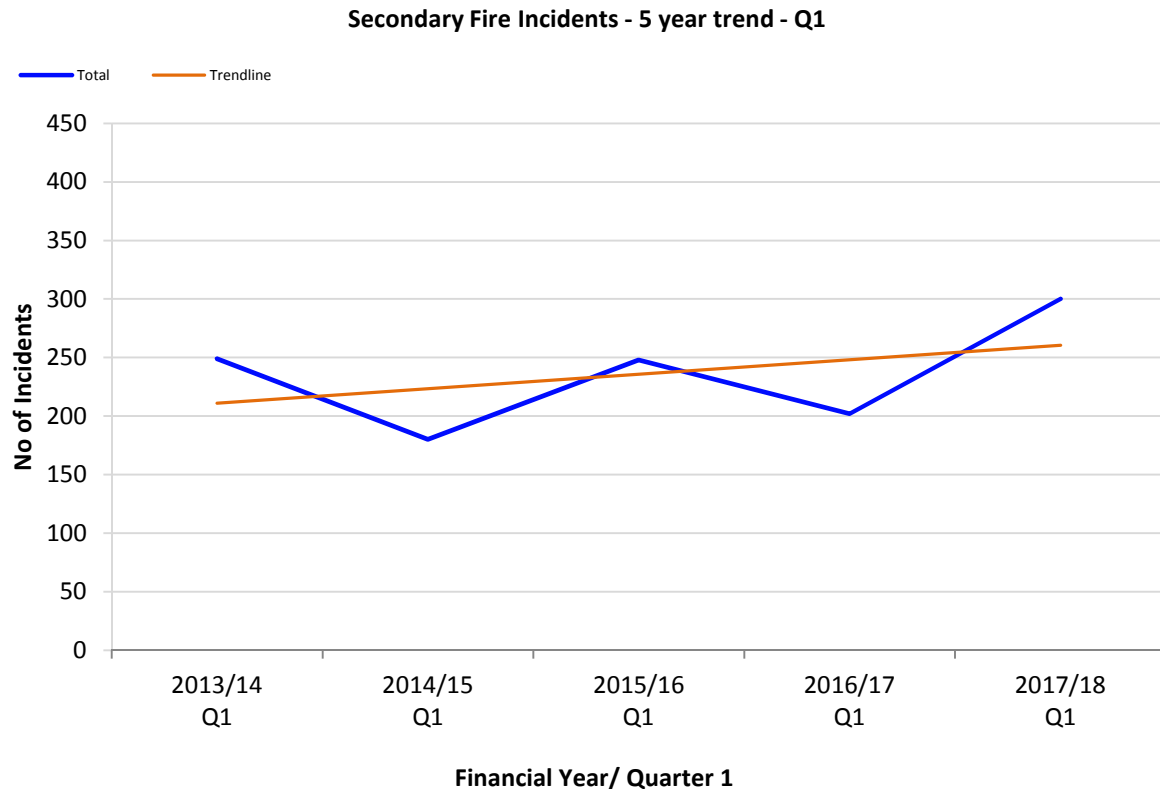
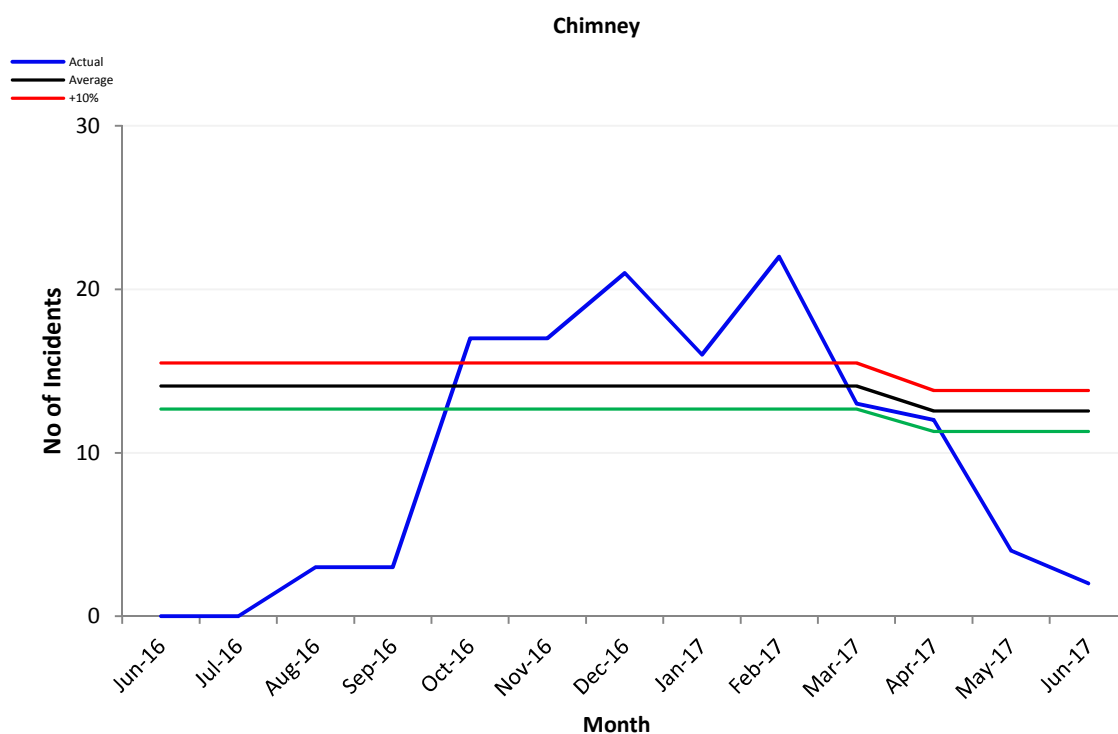*(Figure 9 – Secondary Fires: Q1 2013-14 to Q1 2017-18)*

Secondary Fires	Q1 2016-17	Q1 2017-18	% change
Grassland, Woodland and Crop	76	106	**39.5**
Other Outdoors (including land)	59	97	**64.4**
Outdoor equipment & machinery	6	7	**16.7**
Outdoor Structures	46	72	**56.5**
Building & Transport	15	18	**20.0**
Total	**202**	**300**	**48.5**

(Table 5 – Secondary Fires: Q1 2016-17 and Q1 2017-18)

- The number of Secondary Fires has increased by 48.5% (98 incidents) in Quarter 1 2017-18, compared to Quarter 1 2016-17.

- Grassland, Woodland and Crop Fires represent the greatest proportion (35.3%) of all Secondary Fires.

- The Community Risk department have run several campaigns during Quarter 1 2017-18 and have sent 15 press releases to local media, campaigns have include:
  - Fire Kills with escape routes,
  - Smoking (safe disposal of cigarettes), and
  - Outdoor fire safety

- The Community Risk department has also offered seasonal advice, including; hot weather warnings, wildfire safety and water safety.

1.5. Chimney Fires

The number of Chimney Fires (18 incidents) has decreased by 10 in Quarter 1 of 2017-18 when compared to 28 in the same period of 2016-17. Overall Chimney Fires have decreased 61.1% over a 5 year period, see Figure 11.

Chimney

(Figure 10 - Chimney Fires per month: Jun 2016 to Jun 2017)

Chimney Fire incidents - 5 year trend - Q1

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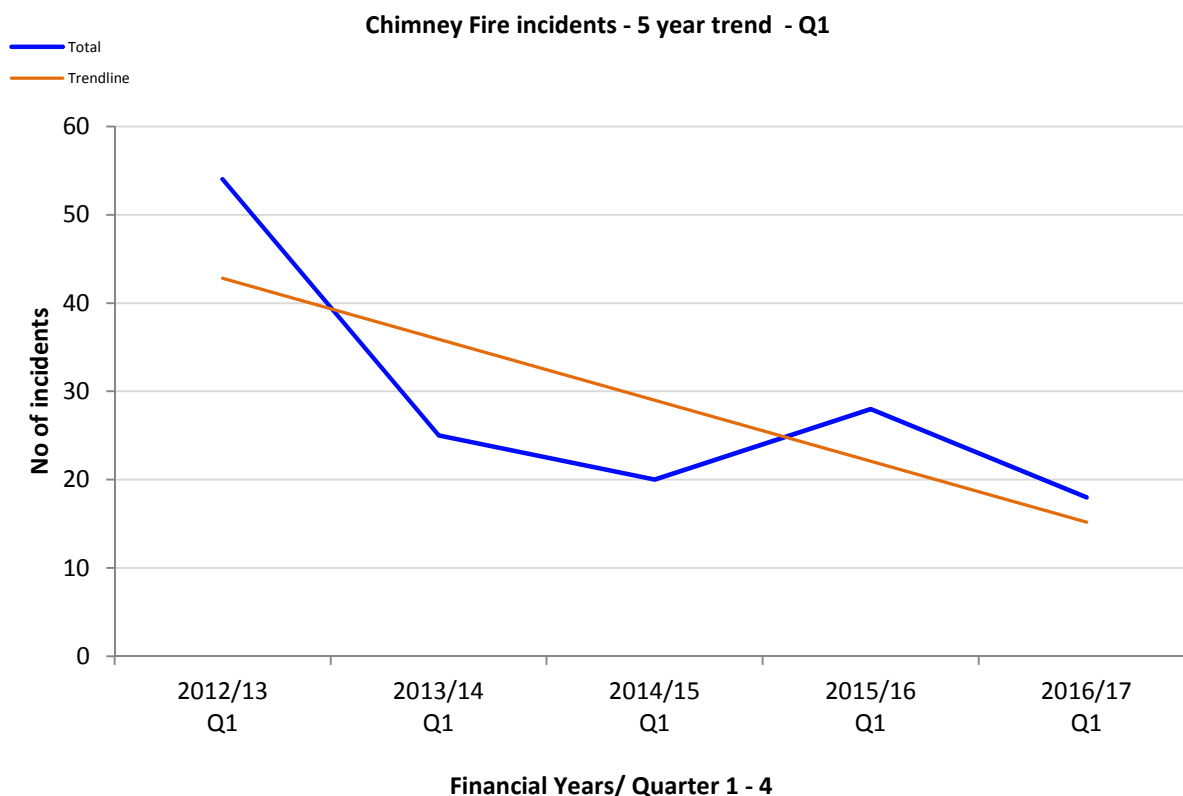
(Figure 11 – Chimney Fires: Q1 2013-14 to Q1 2017-18)

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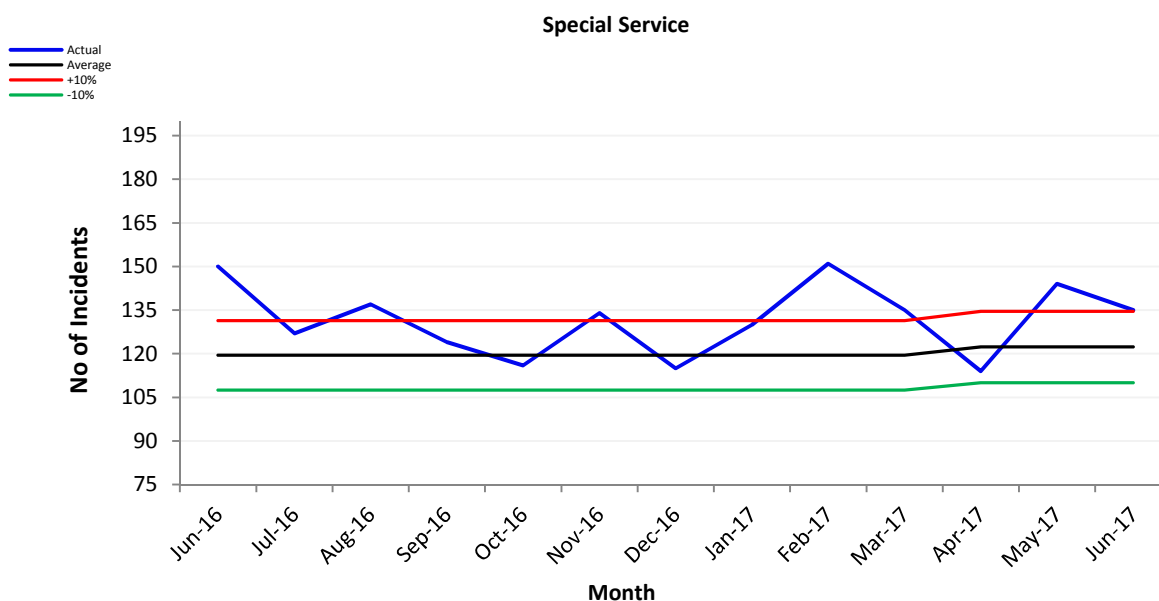| Chimney Fires	Q1 2016-17	Q1 2017-18	% change
April	24	12	**-50.0**
May	4	4	**0.0**
June	0	2	**200.0**
July			
August			
September			
October			
November			
December			
January			
February			
March			
Total	**28**	**18**	**-35.7**

(Table 6 – Chimney Fires: Q1 2016-17 and Q1 2017-18)

## 2. Operational Activity - Other Non-Fire incidents

Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 0.5% (2 incidents) in Quarter 1 of 2017-18 compared to the same period in 2016-17. RTC incidents have decreased 11.2% (17 incidents) overall when compared to the same period in 2016-17. RTC incidents still continue to form the greatest proportion of Special Service incidents, representing 34.4% of all Special Service incidents.

(Figure 12 – Special Service incidents per month: Jun 2016 to Jun 2017)
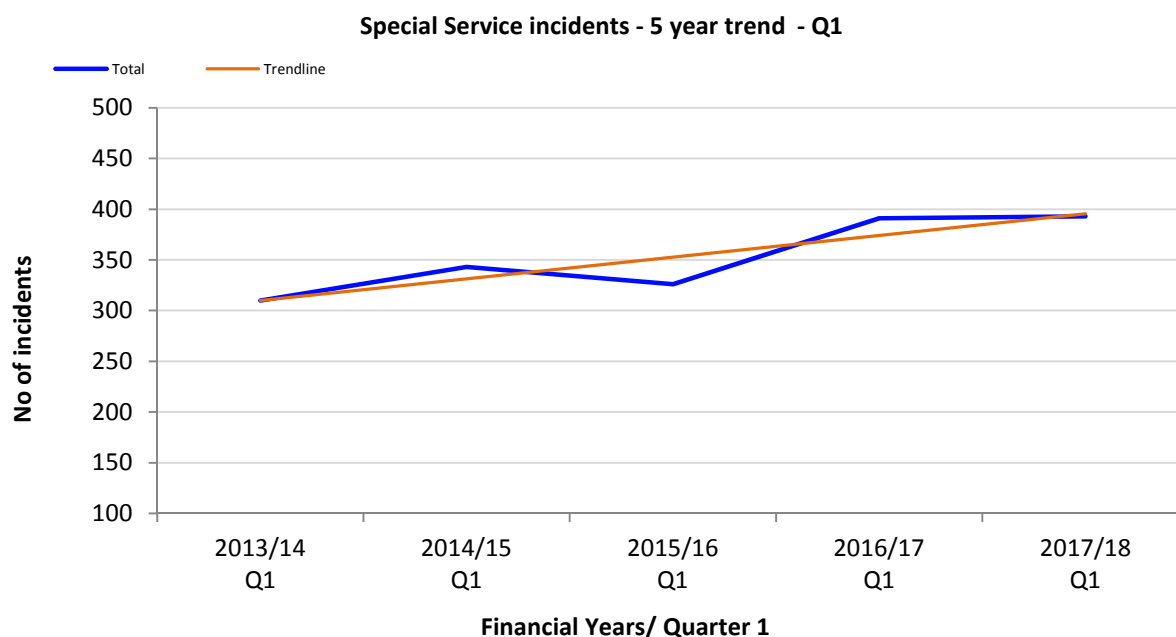
(Figure 13 – Special Service incidents: Q1 2013-14 to Q1 2017-18)

Special Services	Q1 2016-17	Q1 2017-18	% change
RTC Incidents	152	135	**-11.2**
Flooding	20	24	**20.0**
Rescue/Evacuation from Water	12	11	**-8.3**
Animal Assistance	37	41	**10.8**
Assist other Agency	10	25	**150.0**
Lift Release	23	19	**-17.4**
Other Special Services	137	138	**0.7**
Total	**391**	**393**	**0.5**

(Table 7 – Special Services: Q1 2016-17 and Q1 2017-18)

- The number of RTC incidents shows a decrease of 17 incidents (11.2%) in Quarter 1 2017-18 compared with the same period in 2016-17.

- Increased cooperation with Police and Ambulance Services has meant a 150% increase in Assisting other Agencies.

2.2. RTC incidents

Road Traffic Collision incident numbers reflect the total number of incidents attended by the Service occurring across the two counties of Herefordshire and Worcestershire.

The number of RTC incidents attended in Quarter 1 decreased by 11.2% (17 incidents) compared to the same period in 2016-17. The majority of these incidents involved making vehicles safe (59.3% of all RTC incidents attended). Fire and Rescue crews attended 1 fatality involving RTCs in Quarter 1, compared to 7 in the same period in 2016 -17. The number of people seriously injured in RTCs increased from 16 to 21 (as shown in Table 9 below).

RTC Incidents	Q1 2016-17	Q1 2017-18	% change
Extrication of person/s	21	20	**-4.8**
Make scene safe	25	14	**-44.0**
Make vehicle safe	82	80	**-2.4**
Release of person/s	10	11	**10.0**
Wash down road	0	1	**100.0**
Other	14	9	**-35.7**
Total	**152**	**135**	**-11.2**

(Table 8 – RTC Incidents: Q1 2016-17 and Q1 2017-18)

RTC Casualty severity	Q1 2016-17	Q1 2017-18	% change
Fatalities	7	1	**-85.7**
Victim went to hospital, injuries appear to be Serious	16	21	**31.3**
Victim went to hospital, injuries appear to be Slight	68	55	**-19.1**
First aid given at scene	17	25	**47.1**
Total	**108**	**102**	**-5.6**

(Table 9 – RTC Casualty severity: Q1 2016-17 and Q1 2017-18)

- RTC incidents that involved a fatality have been analysed and there are no trends i.e. road or vehicle type, area, time etc. This information continues to be passed on to the Community Risk Team for inclusion in their road safety initiatives, such as Dying to Drive.

RTC- 5 Year trend - Q1
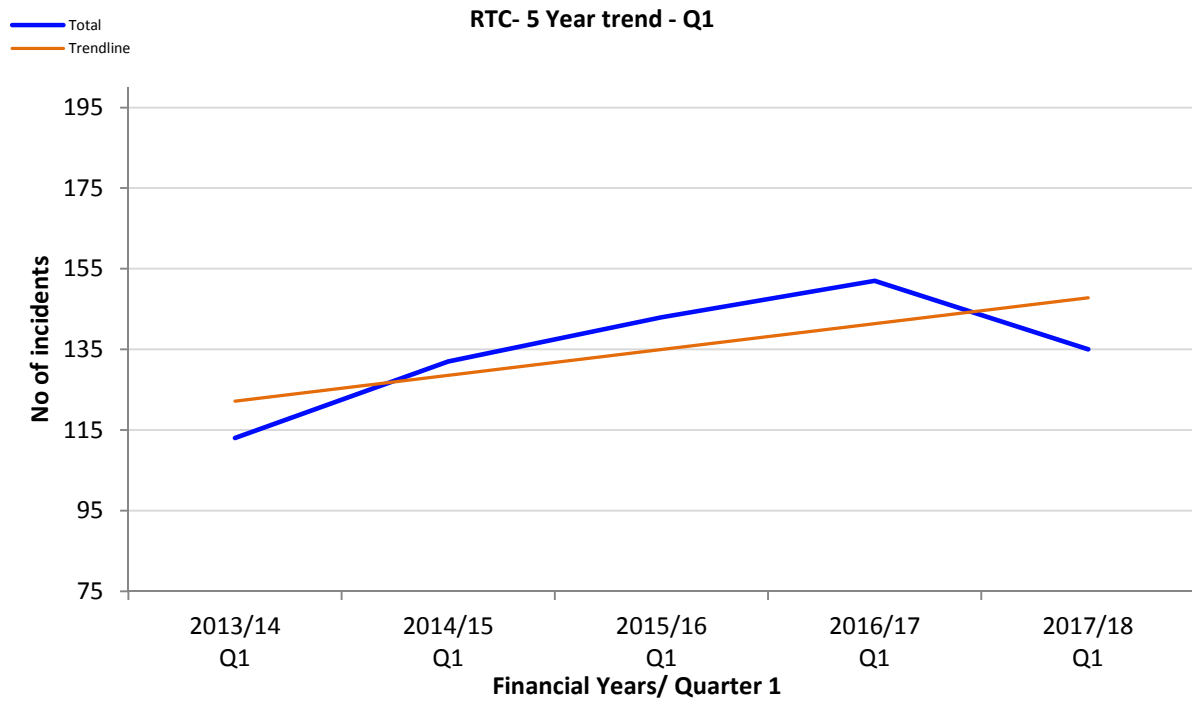
(Figure 14 – RTC Incidents per month: Q1 2013-14 to Q1 2017-18)

**RTC - Injuries and Fatalities - 5 year trend**
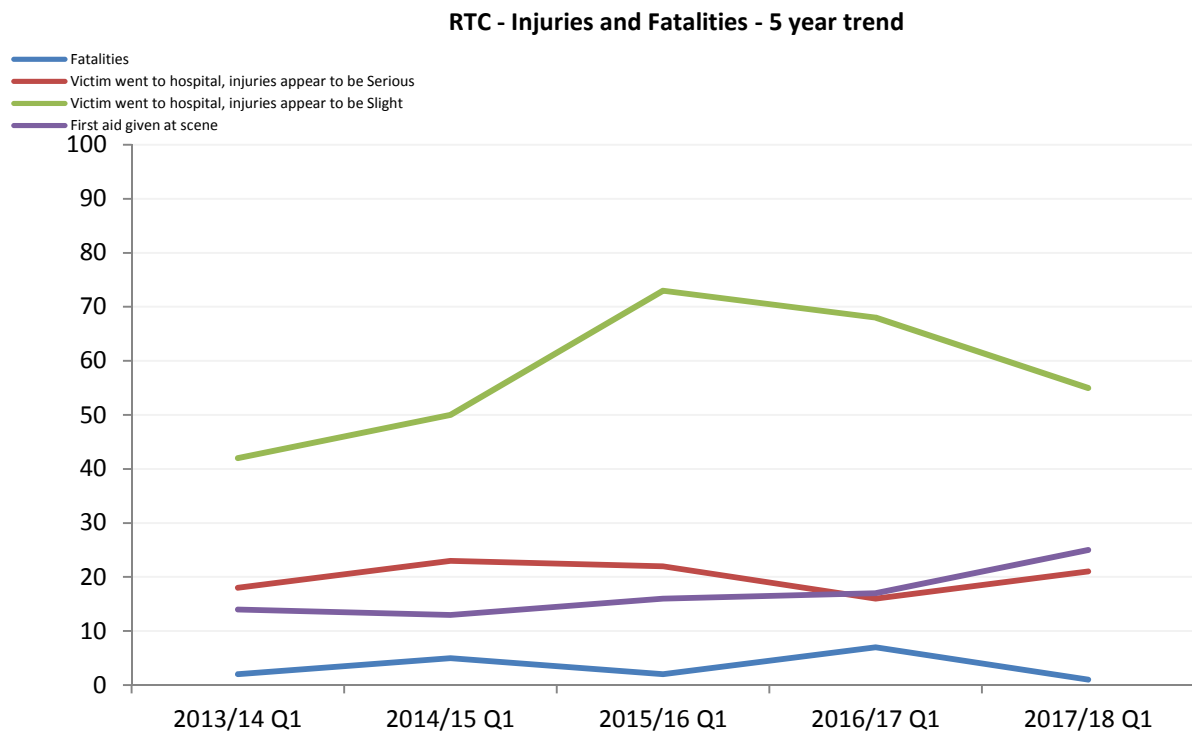
(Figure 15 – RTC Injury and fatalities quarterly data: Q1 2013-14 to Q1 2017-18)

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarter 1 of 2017-18 has decreased by 27 incidents (3.2%) compared to the same period in 2016-17.

- False Alarm Good Intent incidents increased by 1.4% (3 incidents) in Quarter 1 2017-18, compared to the same period in 2016-17.

- In addition, there were a further 42 False Alarms which did not require the attendance of the Fire and Rescue Service. These include those that were cancelled following rigorous call challenging by Fire Control officers and those where the Fire Appliances were 'returned en-route' following the receipt of further information.
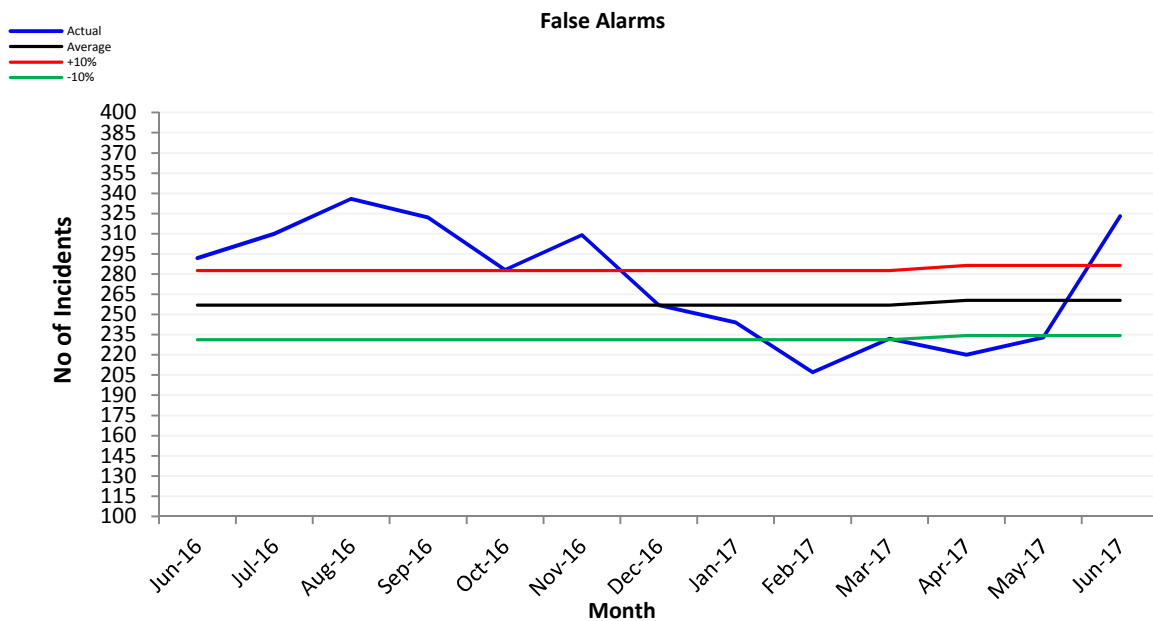
(Figure 16 – False Alarm incidents per month: Jun 2016 to Jun 2017)

False Alarms - 5 year trend - Q1
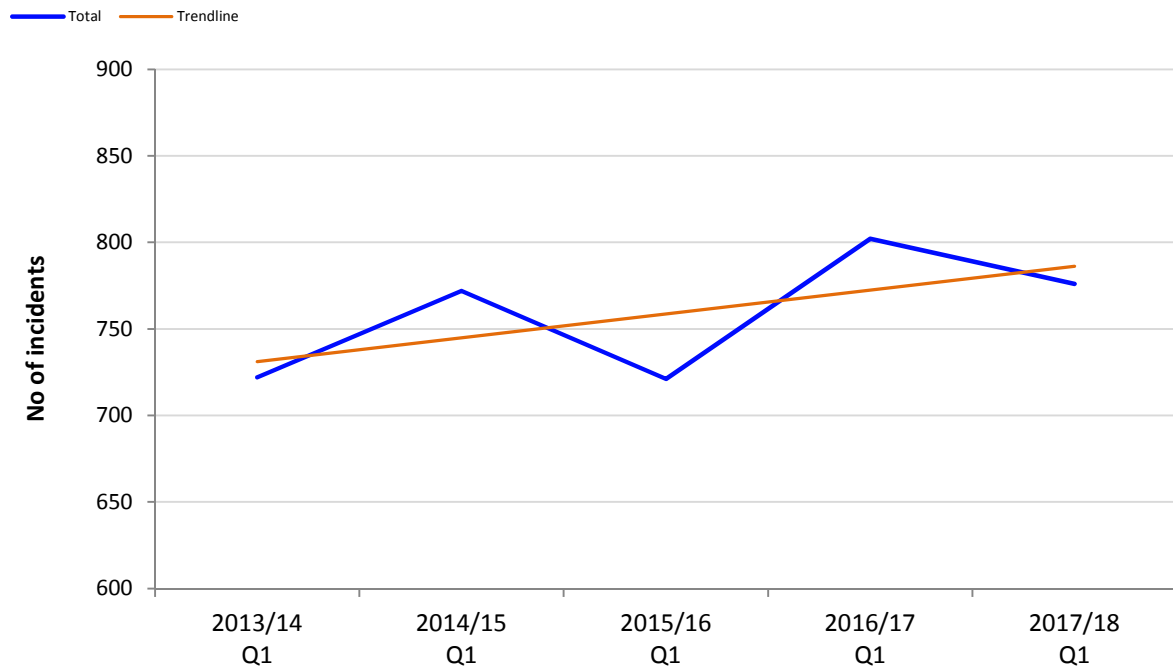
(Figure 17 – False Alarm incidents: Q1 2013-14 to Q1 2017-18)

False Alarms	Q1 2016-17	Q1 2017-18	% change
Malicious False Alarms	12	10	**-16.7**
False Alarm Good Intent	207	210	**1.4**
Fire alarm due to Apparatus	583	556	**-4.6**
Total	**802**	**776**	**-3.2**

(Table 10 – False Alarms: Q1 2016-17 and Q1 2017-18)

3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The sickness level for all staff in Quarter 1 of 2017-18 has decreased compared to Quarter 1 in 2016-17 to 0.87 days lost per head and remains below the 5-year average of 1.50 days lost per head. The overall staff sickness level continues to compare favourably with sickness levels of 2.16 for Herefordshire County Council.

3.1. All Staff Sickness
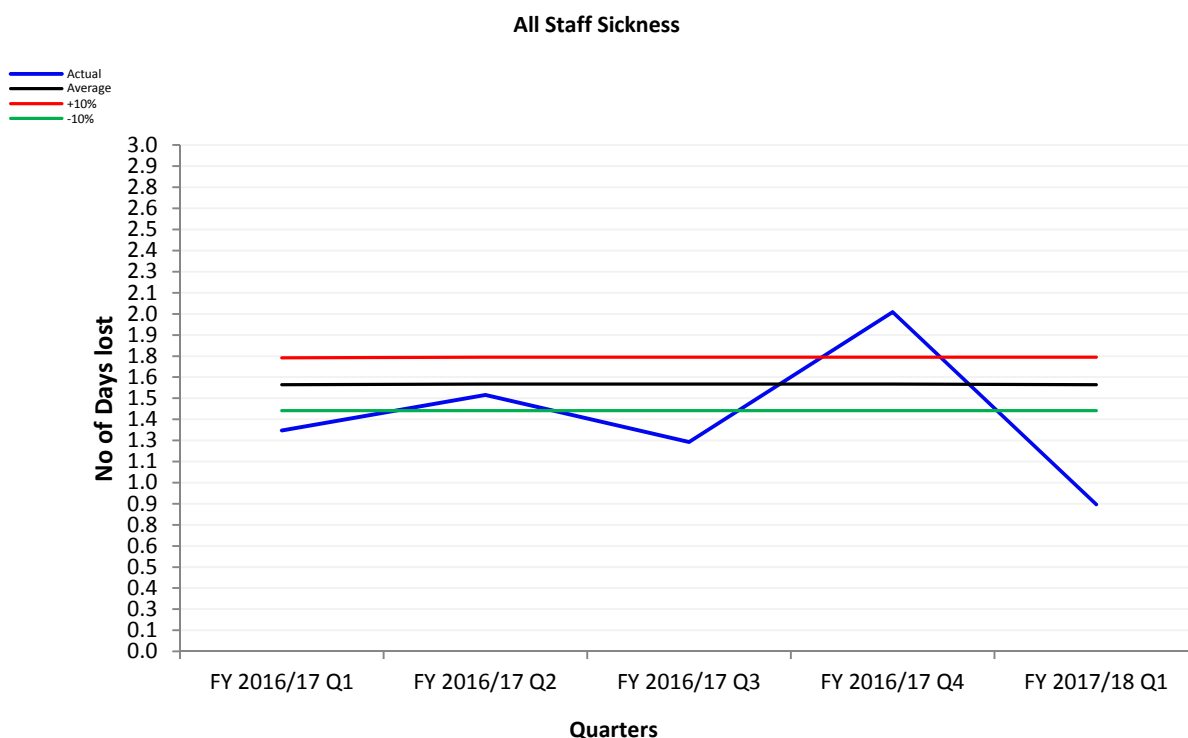
(Figure 17 – All Staff Sickness: Q1 2016-17 to Q1 2017-18)

All Staff Sickness	Short Term Sickness per head (Day lost)	Long Term Sickness per head (Days lost)	All Staff Sickness per head (Days lost)
Quarter 1	0.52	0.35	0.87
Quarter 2			
Quarter 3			
Quarter 4			
Total	**0.52**	**0.35**	**0.87**

(Table 11 – All Staff Sickness: Q1 2017-18)

Quarter 1 of 2017-18 saw a decrease in overall sickness compared to the same period in 2016-17 (1.31 to 0.87 days lost). The total of 0.87 days lost per head remains below the average of 1.50 over the last five years (see figure 18). Long-term sickness continues to form the greatest proportion representing 59.5% of all sickness.

All staff sickness - 5 year trend

(Figure 18 – All staff sickness: Q1 from 2013-14 to Q1 2017-18)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Quarter 1 of 2017-18 has fallen below the 5 year average of 1.21.

Non Uniform Staff Sickness
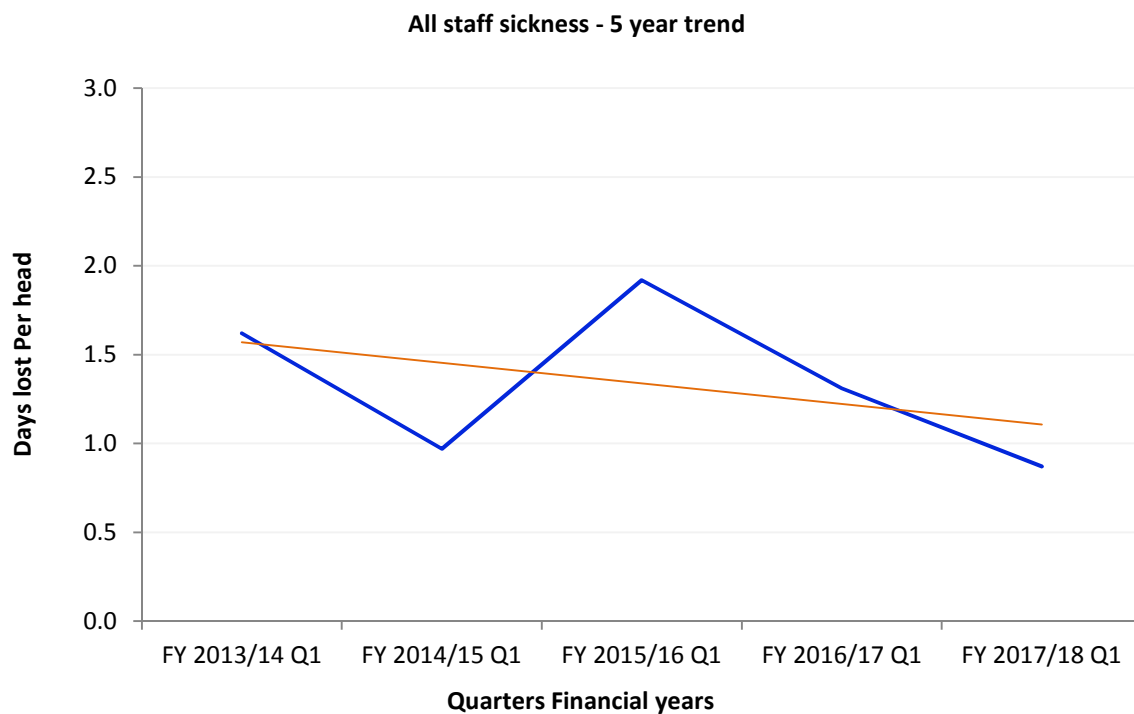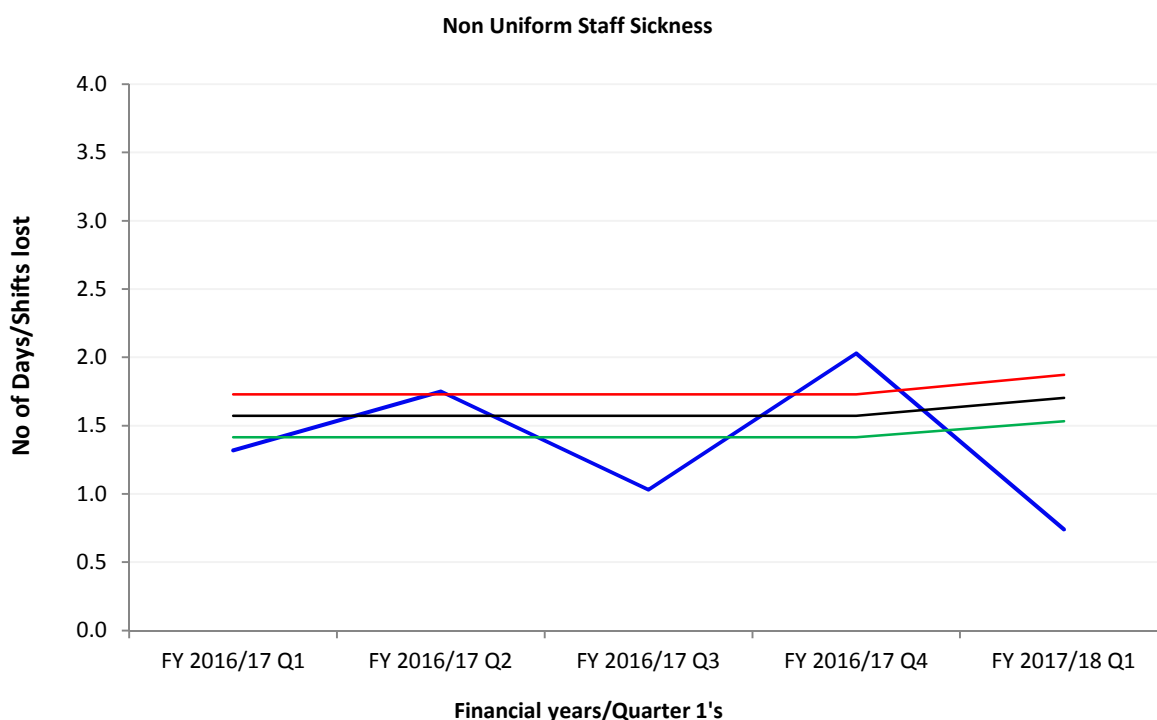

(Figure 19 – Non-Uniform Staff Sickness: Q1 2016-17 to Q1 2017-18)

Non-Uniform Staff Sickness	Short Term Sickness per head (Days lost)	Long Term Sickness per head (Days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	0.44	0.30	0.74
Quarter 2			
Quarter 3			
Quarter 4			
Total	**0.44**	**0.30**	**0.74**

(Table 12- Non-Uniform Staff Sickness: Q1 2017-18)

- Long-term sickness continues to be the largest proportion of sickness.

- In relation to Non-operational staff this increase can be explained by a higher proportion of gastro related illnesses.

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness has decreased in Q1 2017-18 and has remained within tolerance levels.

(Figure 20 – Wholetime Staff Sickness: Q1 2016-17 to Q1 2017-18)

Wholetime Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.57	0.38	0.95
Quarter 2			
Quarter 3			
Quarter 4			
Total	**0.57**	**0.38**	**0.95**

(Table 13 – Wholetime Staff Sickness: Q1 2017-18)

- There has been a decrease in both short and long-term sickness, and has remained within tolerance.

3.4 Comparative All Staff Sickness

To give an idea of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council, whose sickness figures are most readily available.
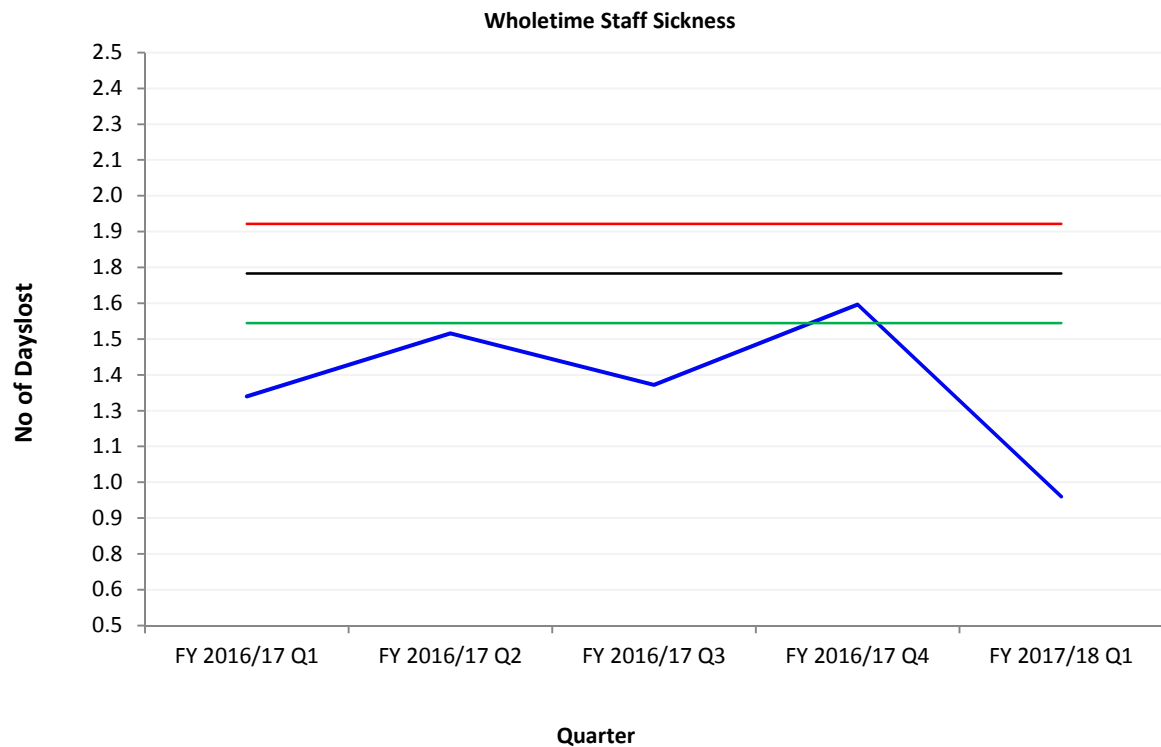
Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
HWFRS	0.52	0.35	0.87
Herefordshire Council	N/A	N/A	2.16
Worcestershire County Council	0.49	1.33	1.82

(Table 14 – Comparative All Staff Sickness: Q1 2017-18)

- The latest figures for Quarter 1 of 2017-18 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of short-term and long-term sickness for all staff.

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Primary and Secondary Fires and Special Service being out of tolerance for Quarter 1, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside the 10% tolerance level.

4.1 Attendance Standards – 1st Fire Appliance at Building Fires

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 Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarter 1 was 60.6%.

1st Fire Appliance attendance at Building Fires within 10 minutes	Q1 2016-17	Q1 2017-18
Building Fires attended within 10 minutes	91	106
Total number of Building Fires attended	146	175
% attended within 10 minutes	**62.3%**	**60.6%**

(Table 15 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 2016-17 and Q1 2017-18)

1st Fire Appliance attendance at Building Fires - average times	Q1 2016-17 (mm:ss)	Q1 2017-18 (mm:ss)
Time of Call until Time Appliance Mobilised	01:42	01:47
Mobile Time until Appliance Arrival at Scene	08:06	08:24
Time of Call to Arrival at Scene	**09:48**	**10:11**

(Table 16 –1st Fire Appliance attendance at Building Fires average times: Q1 2016-17 and Q1 2017-18)

- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance 40 incidents (58.3%) out of the 69 where the standard was not met.

- This benchmark or measurement standard does not alter how quickly the Service attend incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues; for example fewer incidents in built up areas and more incidents proportionally outside of towns and cities and weather/road conditions. All of this 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. 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 the Fire Control has identified the address in the database and needs to pinpoint the nearest Fire Appliance.

5. Retained Availability

The overall availability of the first On-Call Fire Appliance has slightly decreased by 3.2%, when compared with the same period in 2016-17.

- Both Kingsland and Ross-on-Wye On-Call Crews maintained a 100% availability during Quarter 1 of 2017-18.

Call sign	Station	County Council	Q1 Availability 2016-17	Q1 Availability 2017-18	% Change
542	Bromyard	Herefordshire	100.0%	97.7%	-2.3%
481	Eardisley	Herefordshire	97.4%	94.9%	-2.4%
472	Ewyas Harold	Herefordshire	99.3%	99.1%	-0.2%
431	Fownhope	Herefordshire	87.6%	91.7%	4.2%
463	Hereford	Herefordshire	99.5%	99.2%	-0.3%
511	Kingsland	Herefordshire	99.6%	100.0%	0.4%
492	Kington	Herefordshire	93.3%	98.2%	4.9%
422	Ledbury	Herefordshire	98.0%	96.6%	-1.4%
502	Leintwardine	Herefordshire	98.7%	98.9%	0.2%
522	Leominster	Herefordshire	100.0%	99.7%	-0.3%
552	Peterchurch	Herefordshire	94.7%	93.8%	-0.8%
442	Ross-on-Wye	Herefordshire	100.0%	100.0%	0.0%
452	Whitchurch	Herefordshire	83.8%	75.0%	-8.9%
231	Bewdley	Worcestershire	81.1%	74.1%	-6.9%
302	Broadway	Worcestershire	95.0%	84.2%	-10.8%
251	Bromsgrove	Worcestershire	90.3%	89.3%	-1.0%
261	Droitwich	Worcestershire	83.1%	70.7%	-12.4%
281	Evesham	Worcestershire	93.0%	89.4%	-3.6%
241	Kidderminster	Worcestershire	91.9%	41.5%	-50.5%
411	Malvern	Worcestershire	98.2%	96.4%	-1.8%
291	Pebworth	Worcestershire	89.7%	88.8%	-0.9%
311	Pershore	Worcestershire	98.8%	94.3%	-4.5%
271	Redditch	Worcestershire	99.0%	99.9%	0.8%
221	Stourport	Worcestershire	90.2%	77.3%	-13.0%
532	Tenbury	Worcestershire	99.6%	97.3%	-2.3%
322	Upton upon Severn	Worcestershire	87.6%	94.2%	6.5%
213	Worcester	Worcestershire	99.3%	96.7%	-2.5%
Total Hours Available			**94.4%**	**91.2%**	**-3.2%**

(Table 18 – 1st Appliance Retained Availability: Q1 2016-17 and Q1 2017-18)

5. No of incidents per station ground

- Number of incidents recorded in each Station ground area.

Station Ground	County Council	False Alarm	Fire	Special Service	Total
Bromyard	Herefordshire	6	11	8	25
Eardisley	Herefordshire	1	10	1	12
Ewyas Harold	Herefordshire	3	3	1	7
Fownhope	Herefordshire	3	2	3	8
Hereford	Herefordshire	121	55	48	224
Kingsland	Herefordshire	5	3	3	11
Kington	Herefordshire	1	2	2	5
Ledbury	Herefordshire	10	4	10	24
Leintwardine	Herefordshire	1	1	1	3
Leominster	Herefordshire	19	8	6	33
Peterchurch	Herefordshire	2	5	1	8
Ross-on-Wye	Herefordshire	27	11	20	58
Whitchurch	Herefordshire	1	2	2	5
Bewdley	Worcestershire	7	10	3	20
Broadway	Worcestershire	4	4	2	10
Bromsgrove	Worcestershire	78	50	32	160
Droitwich	Worcestershire	25	28	24	77
Evesham	Worcestershire	49	28	20	97
Kidderminster	Worcestershire	71	93	46	210
Malvern	Worcestershire	54	31	25	110
Pebworth	Worcestershire	3	4	4	11
Pershore	Worcestershire	25	11	6	42
Redditch	Worcestershire	88	77	42	207
Stourport	Worcestershire	6	17	14	37
Tenbury	Worcestershire	8	7	5	20
Upton upon Severn	Worcestershire	11	12	5	28
Worcester	Worcestershire	147	114	59	320
Total		**776**	**603**	**393**	**1772**

(Table 19 – 1Incidents per station ground: Q1 2016-17 and Q1 2017-18)