

Appendix 1

Fire Authority 2018-19 Performance Report: Quarters 1-4

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 first On-Call (Retained) appliance availability.

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

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 include road traffic collisions, flooding, person rescues from objects, lift rescues, spills and leaks and animal rescues.

1.1. Total Incidents attended

The total number of incidents attended in Q1-Q4 2018-19 was 7,501 (Figure 1), which is an increase of 8.22% (570 incidents) compared with Q1-Q4 2017-18 as shown in Table 1. The majority of this is accounted for by an increase of 14.96% in Fires (284 incidents). Special Service related incidents were up by 9.63% (168 incidents). False Alarms were also up by 118 incidents, an increase of 3.59%.

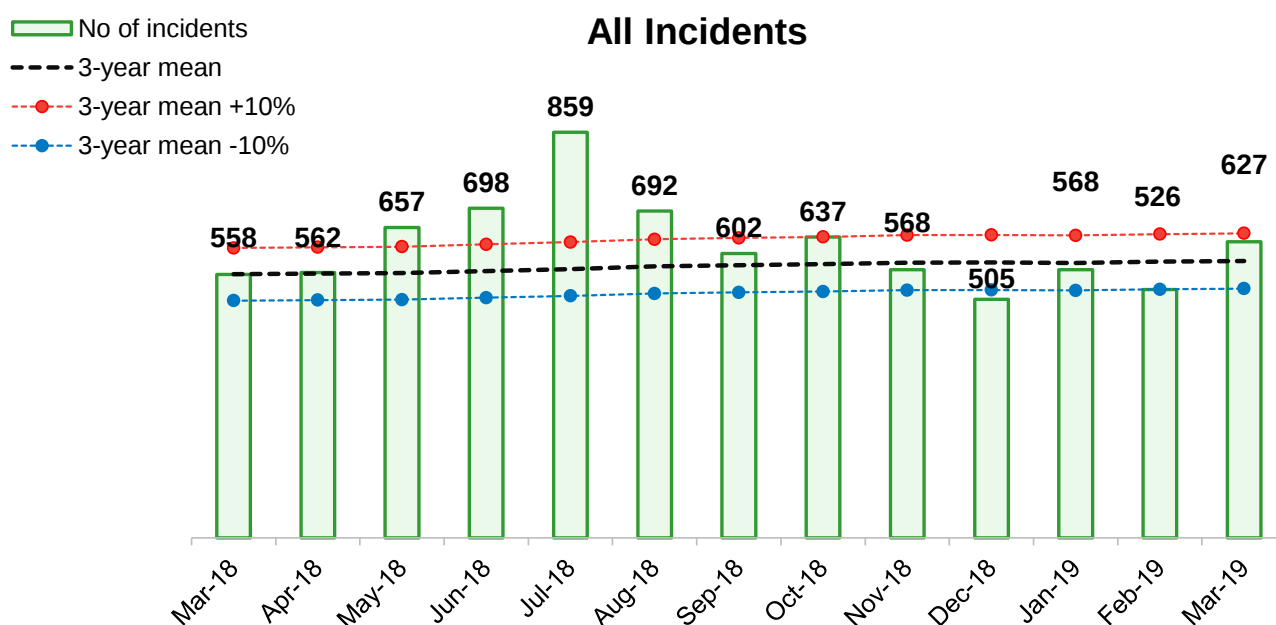


Figure 1 – Total Incidents per month: from Mar 2018 to Mar 2019

Table 1 – Total Incidents

Total Incidents	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
Fires	1,898	2,182	14.96
Special Services	1,744	1,912	9.63
False Alarms	3,289	3,407	3.59
Total	6,931	7,501	8.22

- The number of Fire incidents, which include Primary, Secondary and Chimney Fires, was 14.96% higher (284 incidents) than the same period in 2017-18.
- The total for Fires includes an increase of 215 incidents (28.74%) for Secondary Fires in Q1-Q4 2018-19 compared to Q1-Q4 2017-18.
- The number of Special Service incidents increased by 9.63% (168 incidents) compared with the same period in 2017-18, largely due to increases in Assisting other Agencies incidents (up 40.00% - 56 incidents), Other Special Services (up 19.41% - 111 incidents) and Lift release (up 11.29% - 7 incidents).
- The total number of False Alarm incidents increased by 3.59% (118 incidents) compared with the same period in 2017-18.
- Figure 2 shows the 5-year trend line for the total number of incidents recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of incidents increased by 325 incidents, an increase of over 1,600 incidents in 5 years.

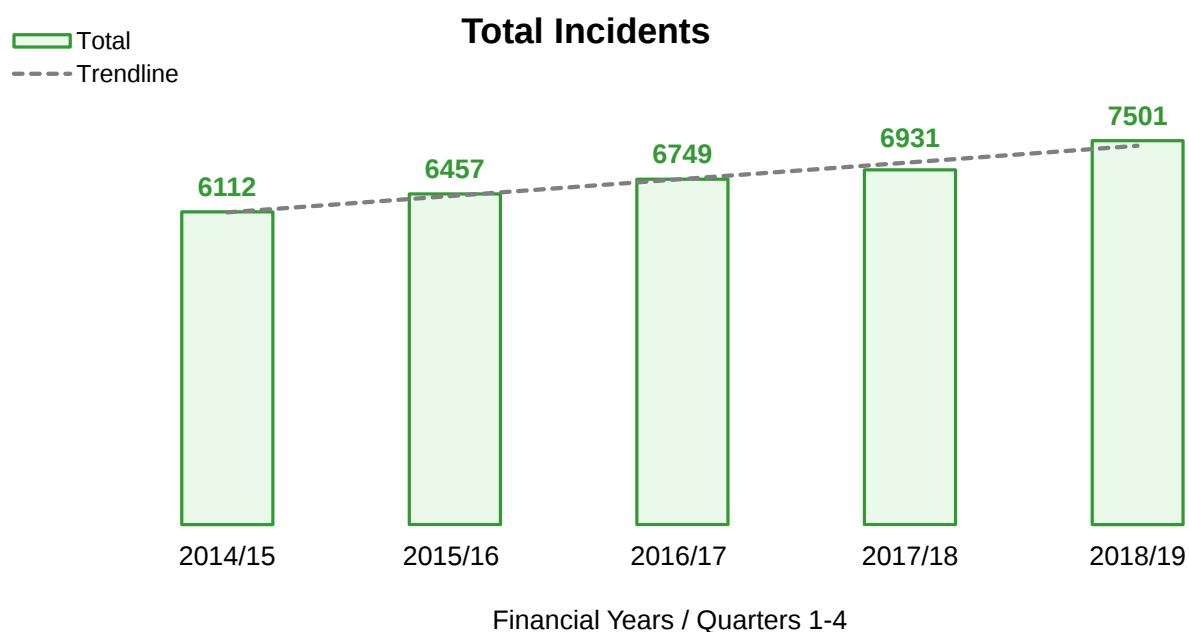


Figure 2 – All Incidents: from Q1-Q4 2014-15 to Q1-Q4 2018-19

1.2 Total Number of Fires

The number of Fires increased by 14.96% (284 incidents) in Q1-Q4 2018-19 compared with the same period in 2017-18 (Table 2). Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreasing during winter.

Figure 4 shows the 5-year trend line for the total number of fires recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of fires increased by 88 incidents, an increase of over 400 incidents in 5 years.

Table 2 – Total Fires

Total Fires	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
Primary Fires	1,017	1,107	8.85
Secondary Fires	748	963	28.74
Chimney Fires	133	112	-15.79
Total	1,898	2,182	14.96

- The number of Primary Fire incidents increased by 90 incidents in Q1-Q4 2018-19 compared to the same period in 2017-18, representing an increase of 8.85%.
- The number of Secondary Fires increased by 215 incidents (28.74%) compared with the same period in 2017-18.
- The number of Chimney Fires decreased by 21 incidents (-15.79%) compared with the same period in 2017-18.
- During Quarters 1-4, Community Risk activity included 4,016 Home Fire Safety Checks (HFSCs), which target vulnerable households, 694 Business Fire Safety Checks (BFSCs) and 1,561 Signposting referrals to other support agencies. The full range of Community Risk activity is shown 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.

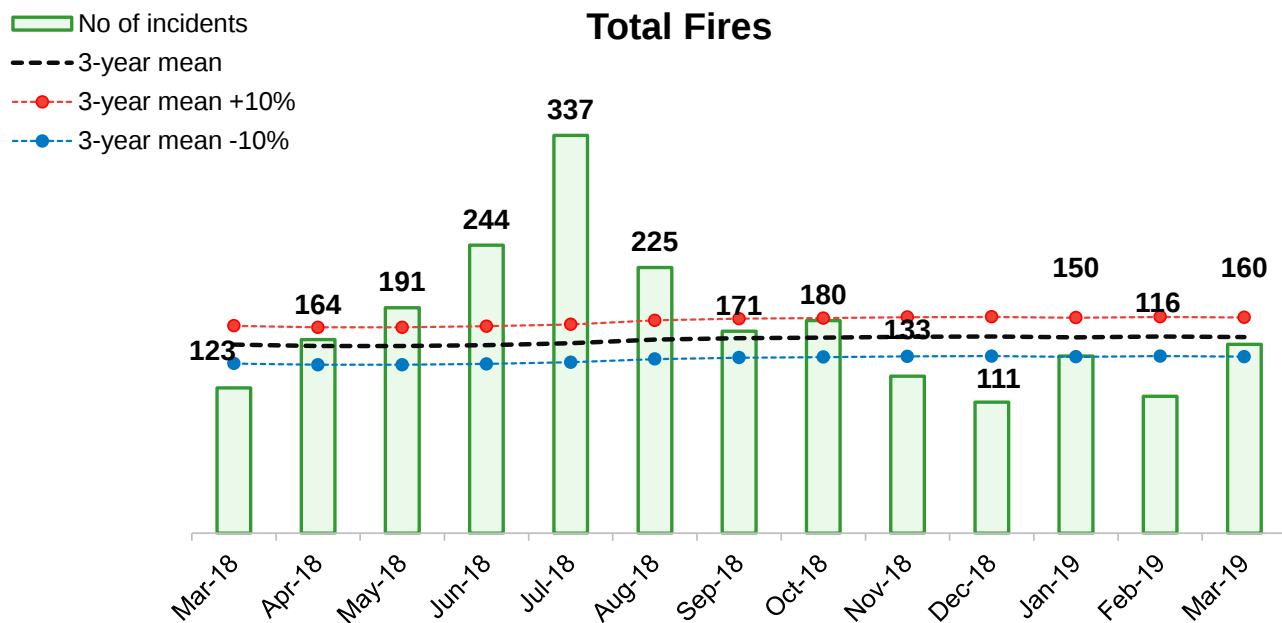


Figure 3 – Total Fires per month: from Mar 2018 to Mar 2019

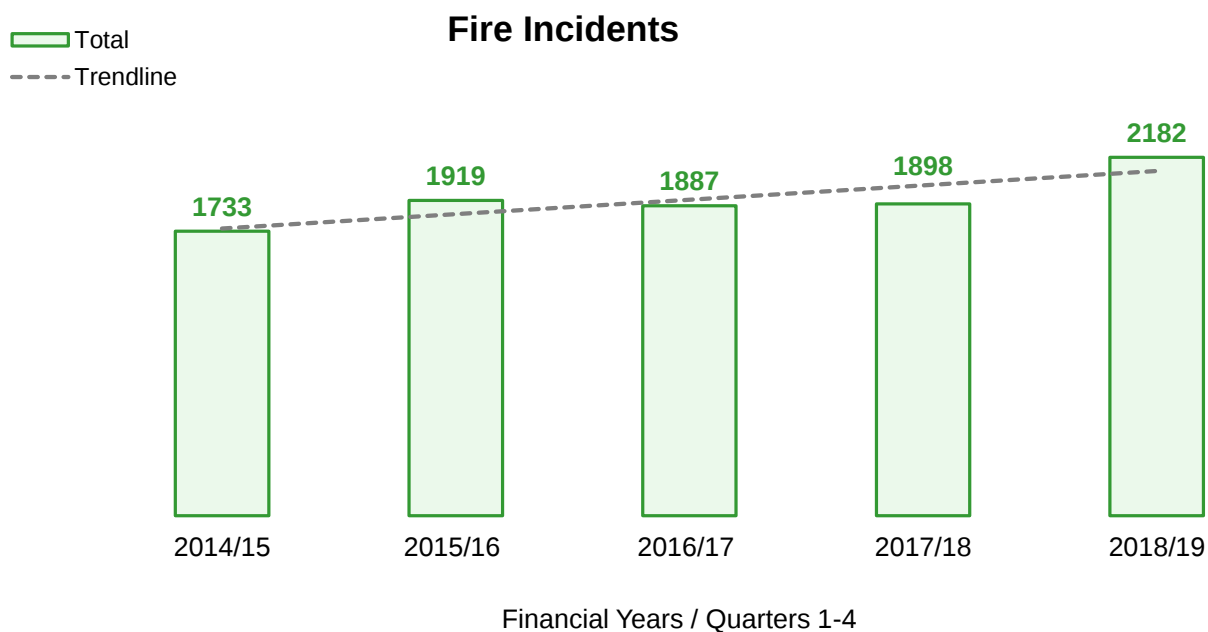


Figure 4 – Total Fires: from Q1-Q4 2014-15 to Q1-Q4 2018-19

1.3 Primary Fires

There was a 8.85% increase (90 incidents) in Primary Fires in Quarters 1-4 2018-19 compared with the same period in 2017-18 (Table 3, Figure 5).

Figure 6 shows the 5-year trend line for the total number of Primary Fires recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of Primary Fires increased by 32 incidents, an increase of 160 incidents in 5 years.

The number of Primary Building Fires increased by 9.48% compared with the same period in 2017-18. This was predominantly caused by an increase in commercial (non-residential) property fires (27 incidents). Domestic fires constituted 64.89% of the total primary building fires. The top three causes of domestic primary building fires were 'Cooking – other cooking' (116 incidents), 'Fault in equipment or appliance' (101 incidents) and 'Heat source and combustibles brought together deliberately' (73 incidents). The Community Risk Department continues to work alongside operational crews to deliver home fire safety messages on a day to day basis.

Table 3 – Primary Fires

Primary Fires	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
Building Fires	601	658	9.48
Vehicle & Transport Fires	318	296	-6.92
Outdoor Fires	98	153	56.12
Total	1,017	1,107	8.85

- Building Fires currently account for the greatest proportion (59.44%) in this category with 658 incidents.
- Vehicle & Transport Fires decreased by 22 incidents (-6.92%) compared with the same period in 2017-18 (Table 3).
- On 22 March 2019, within a 4-hour window, 7 small vehicles were set on fire by an arsonist. All incidents were closed as Primary Fires.
- Primary Outdoor Fires totalled 153 incidents in Q1-Q4 2018-19 compared with 98 incidents in the same period in 2017-18. These are classified as Primary Fires if they are attended by five or more fire appliances or if they involve a casualty or fatality.
- There were 4 fatalities in Primary Fires during Q1-Q4 in 2018-19 (Table 4 shows incident and casualty numbers, Figure 7).
- Technical Fire Safety continues to work with businesses and post-fire audits are completed following all fires in business premises.
- We have supported Dementia Awareness Week and Deaf Awareness Week to promote fire safety and Home Fire Safety Checks.

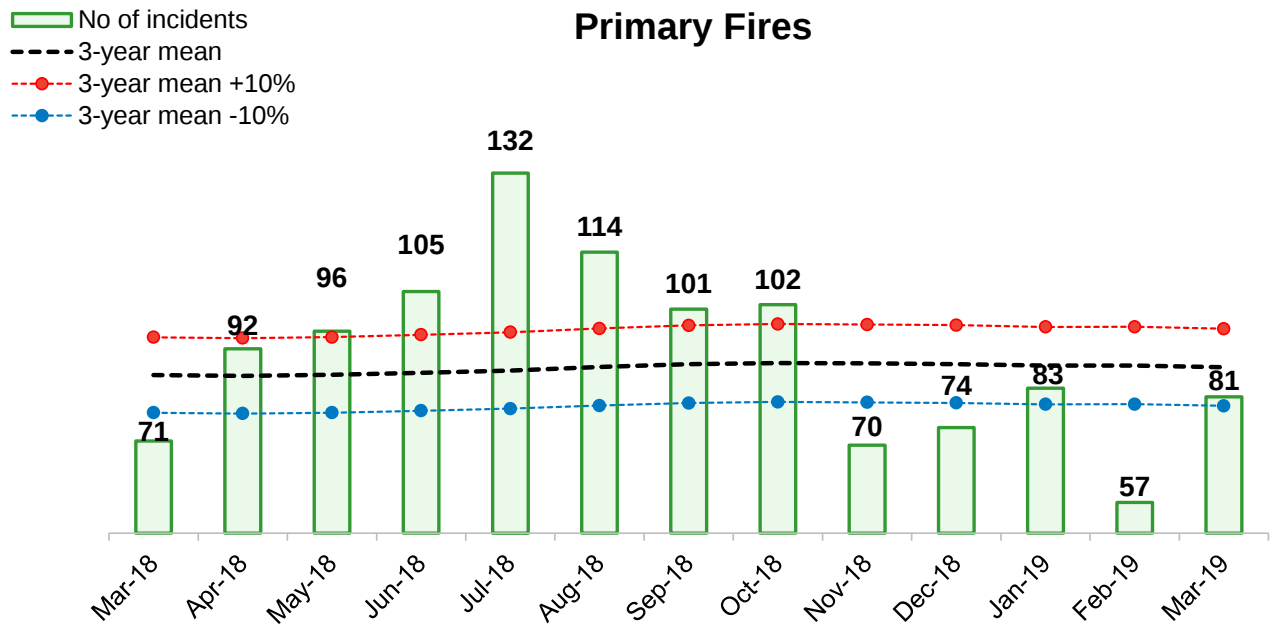


Figure 5 – Primary Fires per month: from Mar 2018 to Mar 2019

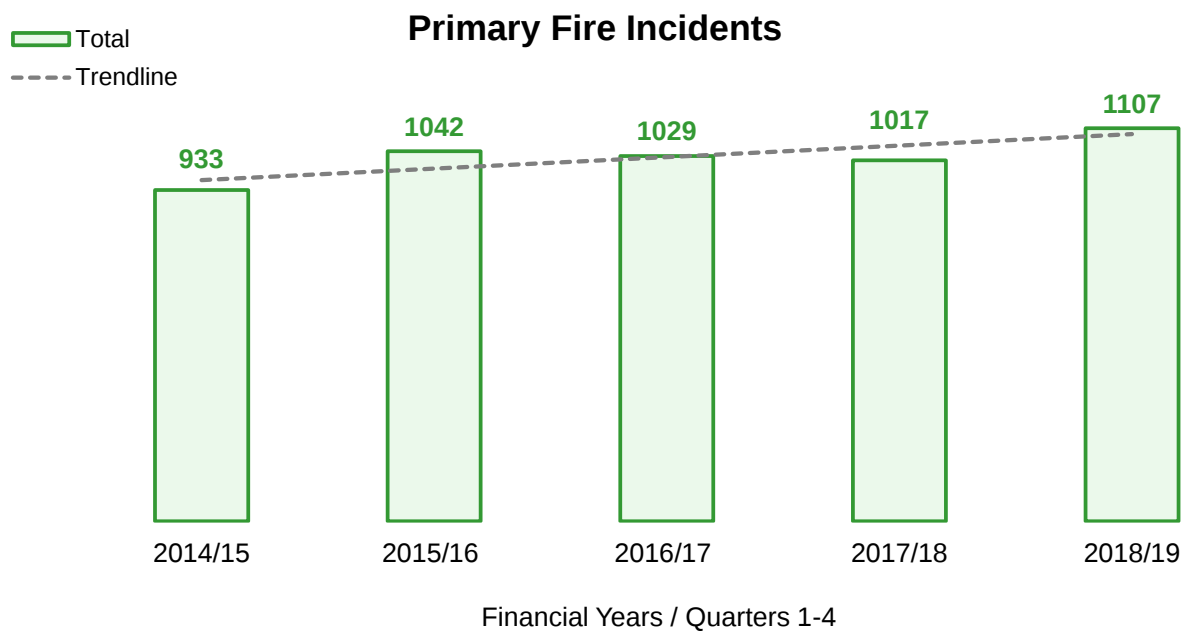


Figure 6 – Primary Fires: from Q1-Q4 2014-15 to Q1-Q4 2018-19

Table 4 – Primary Fires Casualties

Primary Fires Casualty*: severity	Q1-Q4 2017-18		Q1-Q4 2018-19		% change	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	9	9	3	4	-66.67	-55.56
Victim went to hospital, injuries appear to be Serious	6	8	7	7	16.67	-12.50
Victim went to hospital, injuries appear to be Slight	26	35	26	26	0.00	-25.71
First aid given at scene	32	45	23	27	-28.13	-40.00
Total	73	97	59	64	-19.18	-34.02

* Note: the above casualty severity data refer to all fire incidents regardless of property type.

■ Fatalities

■ Victim went to hospital, injuries appear to be Serious

■ Victim went to hospital, injuries appear to be Slight

■ First aid given at scene

Primary Fire Injuries and Fatalities

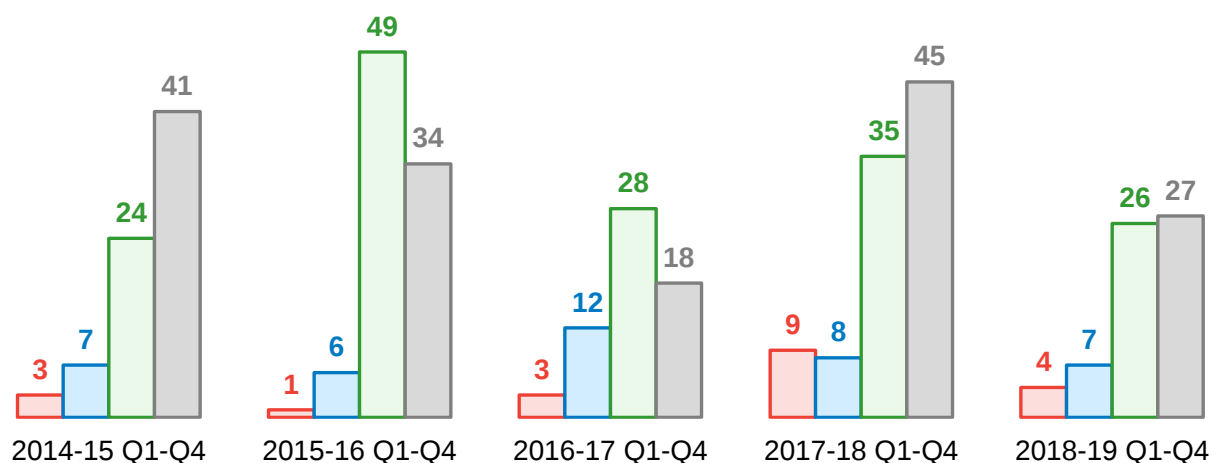


Figure 7 – Primary Fire Injuries and Fatalities: from Q1-Q4 2014-15 to Q1-Q4 2018-19

1.4 Secondary Fires

Secondary Fires include all other fires which neither are Primary nor Chimney Fires, do not involve casualties and are attended by no more than four fire appliances. There was a 28.74% increase (215 incidents) in Secondary Fires in Quarters 1-4 2018-19 compared with the same period in 2017-18 (Table 5, Figure 8).

Table 5 – Secondary Fires

Secondary Fires	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
Grassland, Woodland and Crop	247	395	59.92
Other Outdoors (including land)	259	310	19.69
Outdoor Structures	180	197	9.44
Building & Transport	48	36	-25.00
Outdoor Equipment & Machinery	14	25	78.57
Total	748	963	28.74

- Grassland, Woodland and Crop fires represent the greatest proportion (41.02%) of all Secondary Fires. 70.63% of Grassland, Woodland and Crop fires were classed as accidental.
- The majority of Other Outdoors (including land) secondary fires were caused by loose refuse which resulted in 174 incidents (56.13%) in Q1-Q4 2018-19.
- The number of Building & Transport fires decreased by 25.00% in Q1-Q4 2018-19.

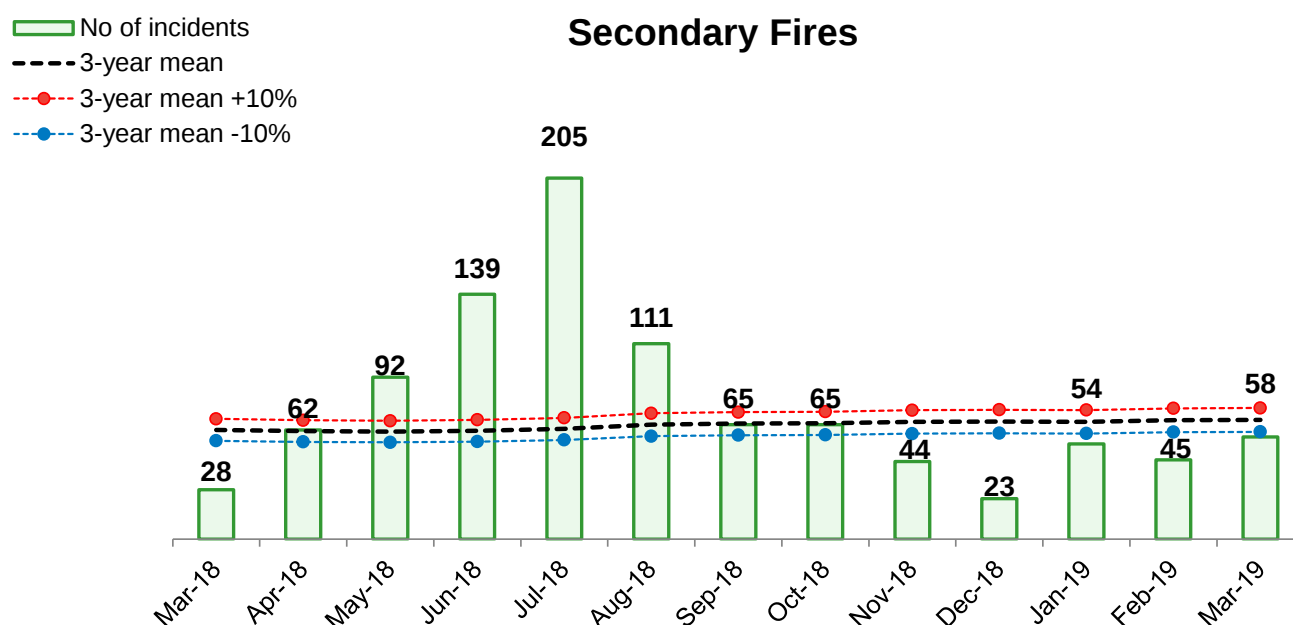


Figure 8 – Secondary Fires per month: from Mar 2018 to Mar 2019

- The increase in the number of Secondary Fires was mostly seen during a heatwave, which occurred between the end of June and early July, and peaking between 6 and 8 July 2018 with temperatures reaching 30°C.
- Secondary Fires in Q1-Q4 2018-19 were also influenced by other weather events; during Q1 and Q2, the weather was dominated by a low pressure system which brought higher monthly precipitation in April and June compared to the long-term weather analysis (1981-2010, Met Office). From 8 August 2018 onwards, the number of fires significantly decreased to 10 or less incidents per day. This can also be explained by cooler weather at times during the second half of August and rainfall amounts which were more significant during this period.
- Figure 9 shows the 5-year trend line for the total number of Secondary Fires recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of Secondary Fires consistently increased by 69 incidents, an increase of over 340 incidents in 5 years.

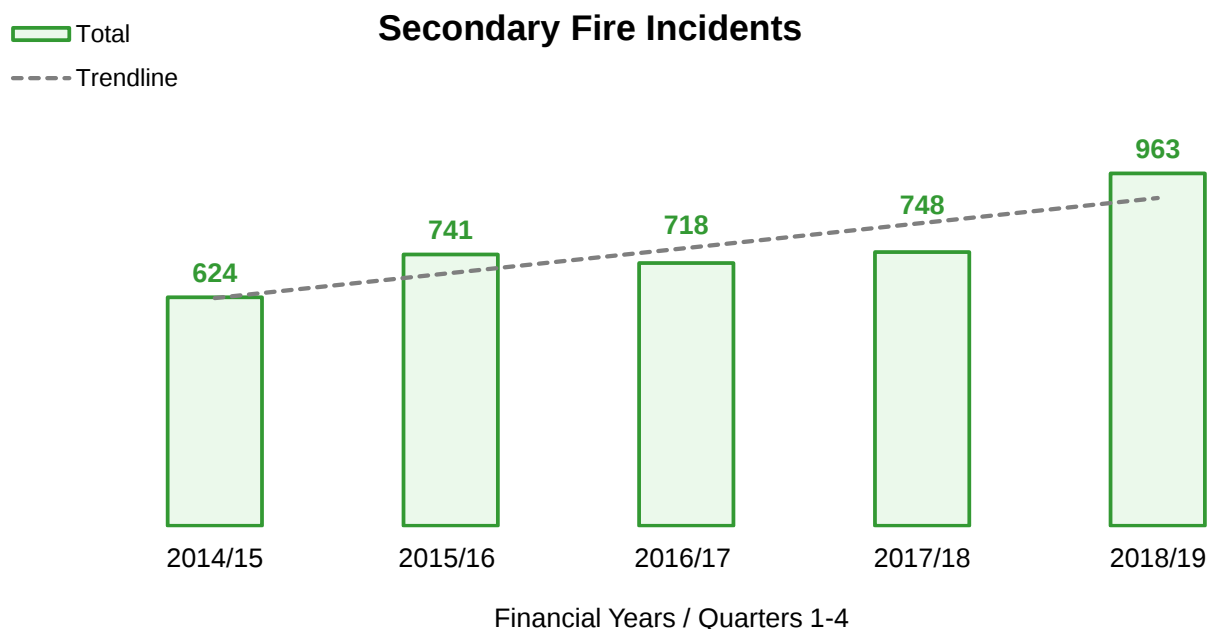


Figure 9 – Secondary Fires: from Q1-Q4 2014-15 to Q1-Q4 2018-19

1.5. Chimney Fires

The number of Chimney Fires (112 incidents) decreased by 21 incidents in Quarters 1-4 2018-19, compared to 133 in the same period of 2017-18 (Table 6, Figure 10). The decrease in the number of Chimney Fires is likely to be related to the warmer than usual weather during the winter period.

Table 6 – Chimney Fires

Chimney Fires	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
April	12	10	-16.67
May	4	3	-25.00
June	2	0	-200.00
July	2	0	-200.00
August	0	0	0.00
September	3	5	66.67
October	7	13	85.71
November	17	19	11.76
December	25	14	-44.00
January	16	13	-18.75
February	21	14	-33.33
March	24	21	-12.50
Total	133	112	-15.79

■ No of incidents
--- 3-year mean
- - - ● 3-year mean +10%
- - - ● 3-year mean -10%

Chimney Fires

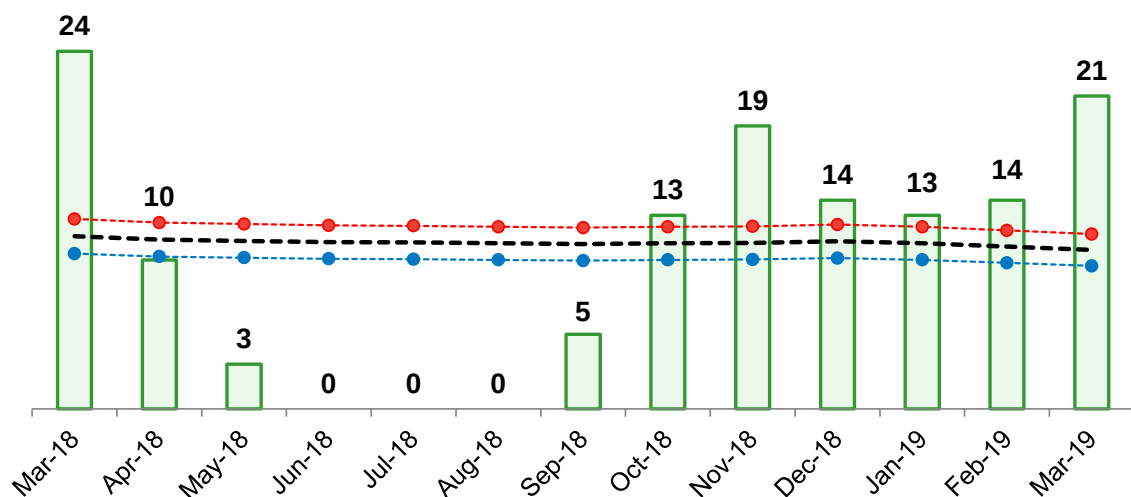


Figure 10 - Chimney Fires per month: from Mar 2018 to Mar 2019

The number of Chimney Fires in Q1-Q4 2018-19 was 19.66% less than the 5-year average of 139.40 incidents. Figure 11 shows the 5-year trend line for the total number of Chimney Fires recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of Chimney Fires consistently decreased by 13 incidents, a decrease of over 60 incidents in 5 years.

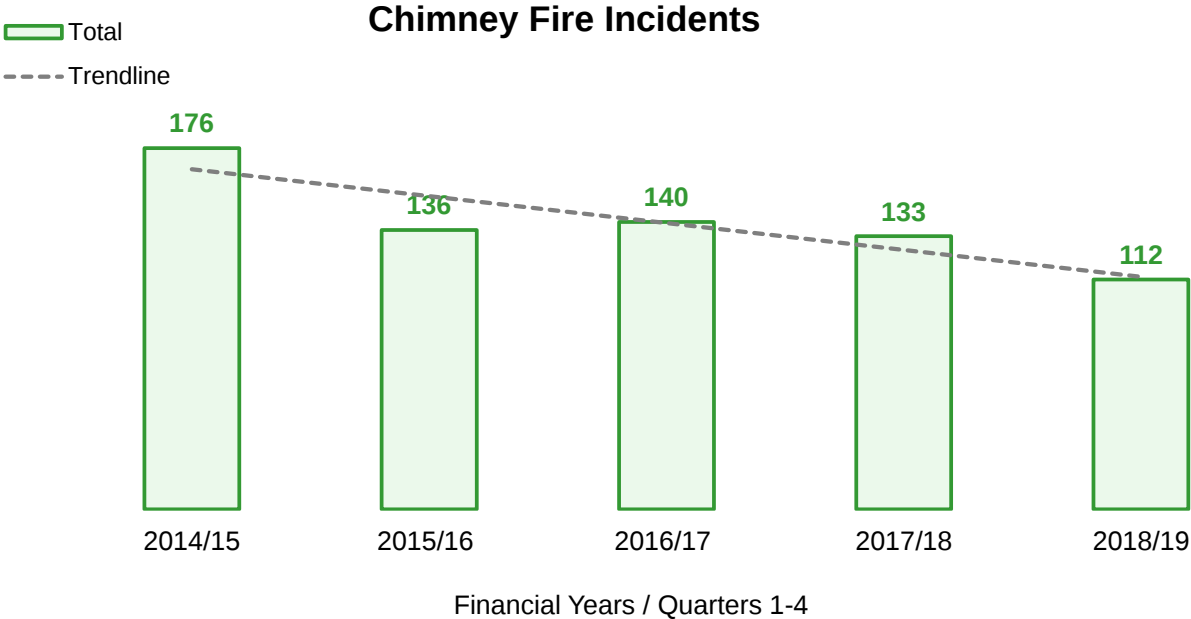


Figure 11 – Chimney Fires: from Q1-Q4 2014-15 to Q1-Q4 2018-19

Figure 12 shows the distribution of Chimney Fires by fire station ground. It shows that the highest numbers of Chimney Fires were in the Evesham area (12 incidents), while Leominster, Eardisley and Kingsland fire station area had 8 incidents each. Please note that some incident locations may overlap on the map.

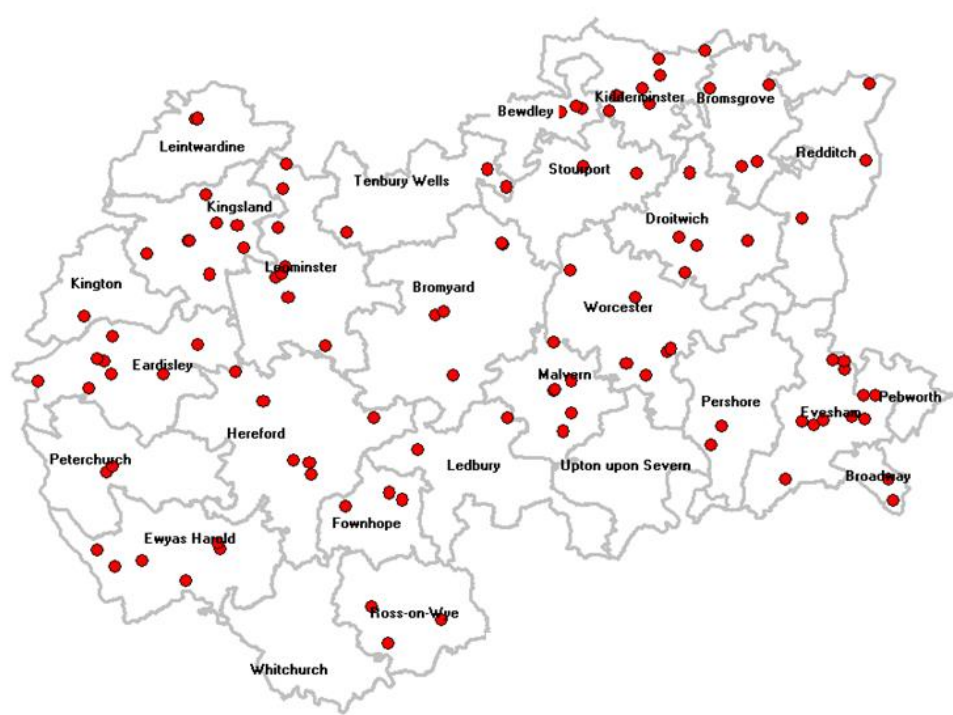


Figure 12 – Chimney Fires per station ground area in Q1-Q4 2018-19

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 9.63% (168 incidents) in Quarters 1-4 2018-19 compared to the same period in 2017-18 (Table 7, Figure 13). RTC incidents continue to form the greatest proportion of Special Service incidents, representing 36.19% of all Special Service incidents.

Table 7 – Special Services

Special Services	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
RTC	667	692	3.75
Animal assistance	123	96	-21.95
Assist other agencies	140	196	40.00
Flooding	134	128	-4.48
Lift release	62	69	11.29
Rescue or evacuation from water	46	48	4.35
Other Special Services	572	683	19.41
Total	1,744	1,912	9.63

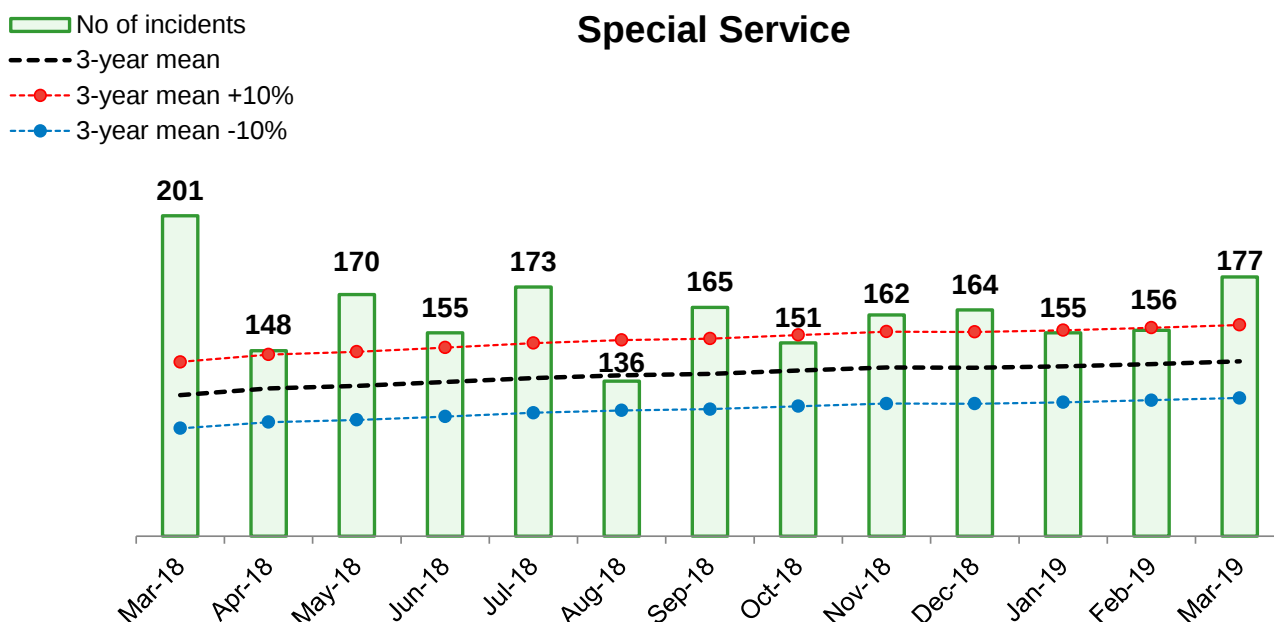


Figure 13 – Special Service incidents per month: from Mar 2018 to Mar 2019

- The number of RTC incidents shows a 3.75% increase (25 incidents) in Quarters 1-4 2018-19 compared with the same period in 2017-18.
- There was a large increase in the number of flash flooding incidents in Quarters 1-4 2018 which were caused by torrential rains recorded on 25th May 2018 (27.4 mm) and on 27th May 2018 (13.5 mm). 19 incidents were recorded on 27th May 2018 in the Hollywood area of Bromsgrove and were attended by Redditch and Bromsgrove fire station crews. In contrast, another torrential rain incident on 20th September 2018, which yielded 30.2 mm of rain, did not seem to have an impact on the number of Special Service incidents. This was Storm Bronagh which just by-passed Herefordshire and Worcestershire.
- Incidents involving Animal Assistance decreased by 21.95%.
- Other Special Services incidents increased by 19.41%. These are incidents such as the removal of objects, spills and leaks (non-RTC), provision of advice and assisting other agencies. In Q1-Q4 2018-19 the top 3 categories were 'Other' (132 incidents), 'Ring removal' (64 incidents), 'Service not required' (56 incidents).
- Figure 14 shows the 5-year trend line for the total number of Special Service incidents recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of Special Service incidents consistently increased by 137 incidents, an increase of approximately 700 incidents in 5 years.

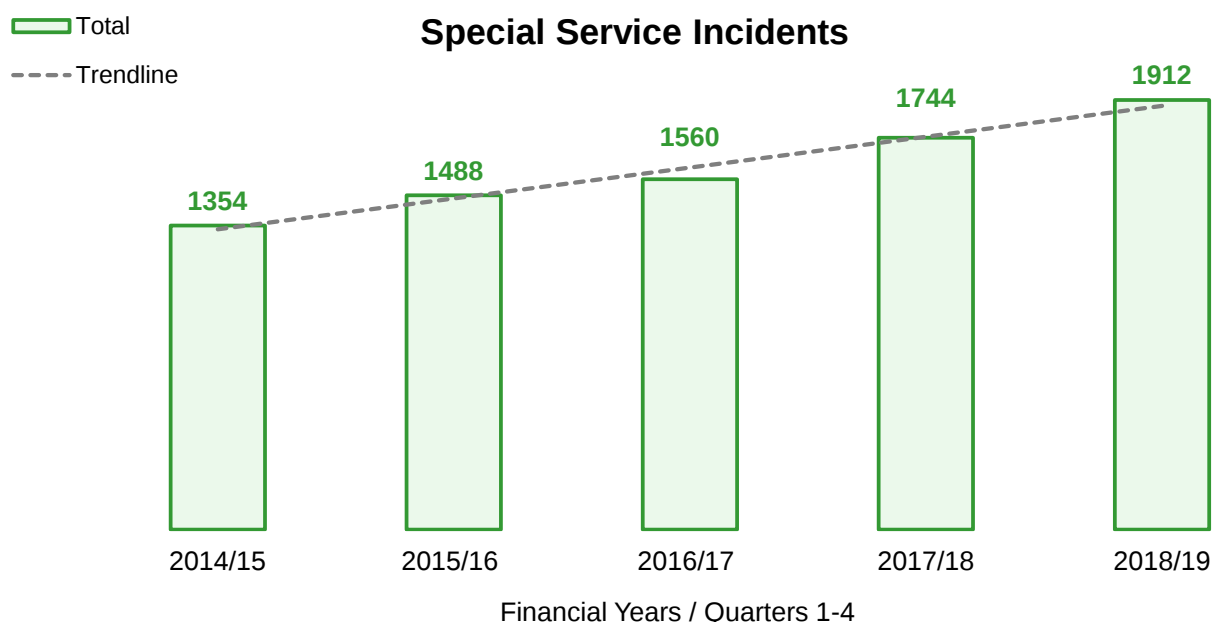


Figure 14 – Special Service incidents: from Q1-Q4 2014-15 to Q1-Q4 2018-19

2.2. RTC Incidents

Road Traffic Collision (RTC) incident numbers reflect the total number of incidents in the two counties of Herefordshire and Worcestershire that were attended by HWFRS crews.

Table 8 – RTC Incidents

RTC Incidents	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
Make vehicle safe	409	409	0.00
Make scene safe	95	101	6.32
Extrication of person/s	83	71	-14.46
Release of person/s	37	59	59.46
Wash down road	2	2	0.00
Other	41	50	21.95
Total	667	692	3.75

- The number of RTC incidents attended in Q1-Q4 2018-19 increased by 3.75% (25 incidents) compared to the same period in 2017-18 (Table 8). This is mostly accounted for by an increase in attending 'RTC – Release of person/s' (22 incidents) and 'RTC – Other' (9 incidents).
- The majority of RTCs involved making vehicles safe (59.10% of all RTC incidents attended).
- RTC incidents that required the extrication of person/s (using cutting equipment) decreased by 14.46% from 83 to 71 incidents.
- Fire and Rescue crews attended 15 fatalities involving RTCs in Quarters 1-4, similar to the same period in 2017-18. These 15 fatalities all occurred at separate incidents. The number of people slightly injured in RTCs decreased from 257 to 234, whereas the number of people seriously injured increased by 12. The overall number of casualties decreased by 48 people (Table 9, Figure 15).
- The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

Table 9 – RTC Casualties

RTC Casualty: severity	Q1-Q4 2017-18		Q1-Q4 2018-19		% change	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	12	15	15	15	25.00	0.00
Victim went to hospital, injuries appear to be Serious	56	65	68	77	21.43	18.46
Victim went to hospital, injuries appear to be Slight	185	257	180	234	-2.70	-8.95
First aid given at scene	76	106	56	69	-26.32	-34.91
Total	329	443	319	395	-3.04	-10.84

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

RTC - Injuries and Fatalities

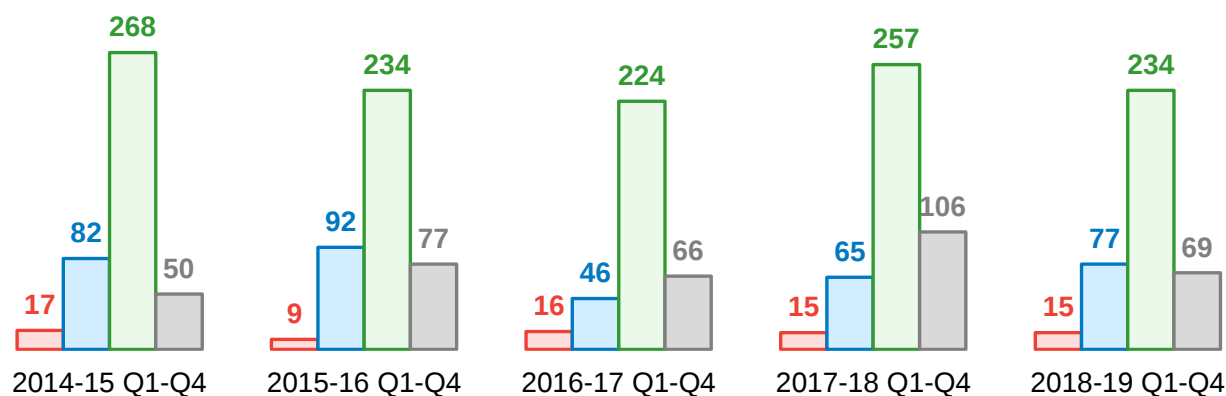


Figure 15 – RTC Injuries and fatalities quarterly data: from Q1-Q4 2014-15 to Q1-Q4 2018-19

- Figure 16 shows the 5-year trend line for the total number of Road Traffic Collisions recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of Road Traffic Collisions consistently increased by 27 incidents, an increase of over 130 incidents in 5 years.

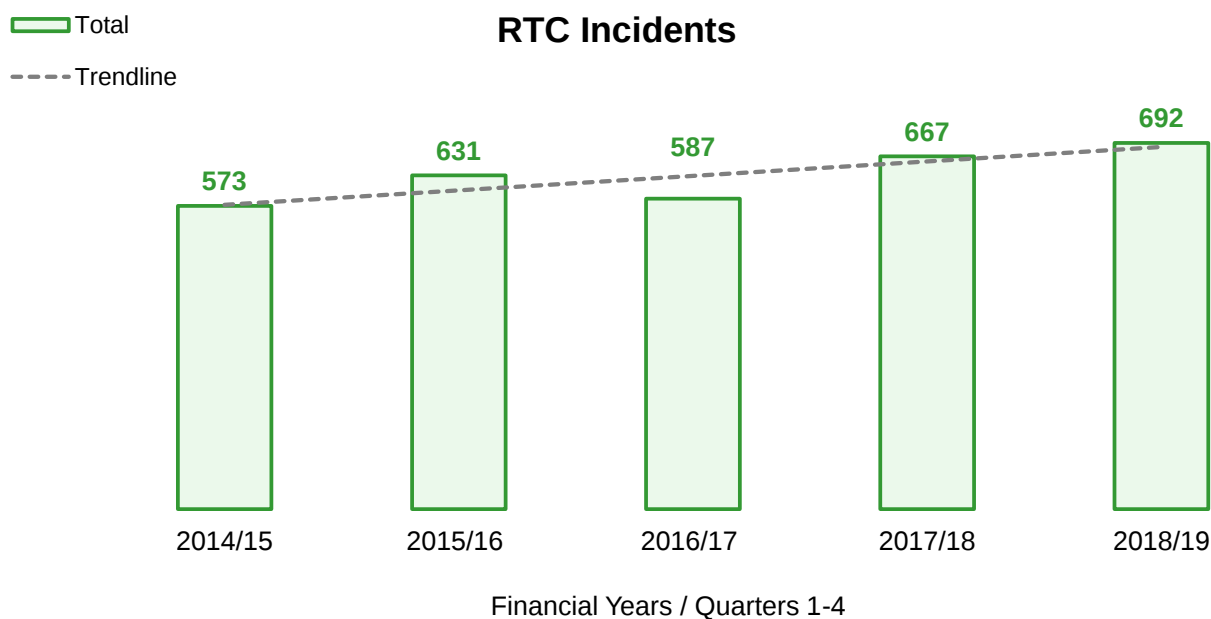


Figure 16 – RTC Incidents: from Q1-Q4 2014-15 to Q1-Q4 2018-19

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarters 1-4 2018-19 shows an increase of 118 incidents (3.59%) compared to the same period in 2017-18 (Table 10, Figure 17). Overall, 45.85% of False Alarm calls were for residential properties and 54.15% were for non-residential premises.

Automatic Fire Alarm incidents decreased by 20 incidents (0.82%) in Q1-Q4 2018-19 compared to the same period in 2017-18 (Table 10). The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents increased by 147 incidents (18.80%) in Q1-Q4 2018-19, compared to the same period in 2017-18. Malicious False Alarms decreased from 56 to 47.

Figure 18 shows the 5-year trend line for the total number of False Alarms recorded in Q1-Q4 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q4 period the total number of False Alarms consistently increased by 100 incidents, an increase of 500 incidents in 5 years.

Table 10 – False Alarms

Category	Q1-Q4 2017-18	Q1-Q4 2018-19	% change
Malicious false alarms	56	47	-16.07
Good intent false alarms	782	929	18.80
Fire alarm due to apparatus	2,451	2,431	-0.82
Total	3,289	3,407	3.59

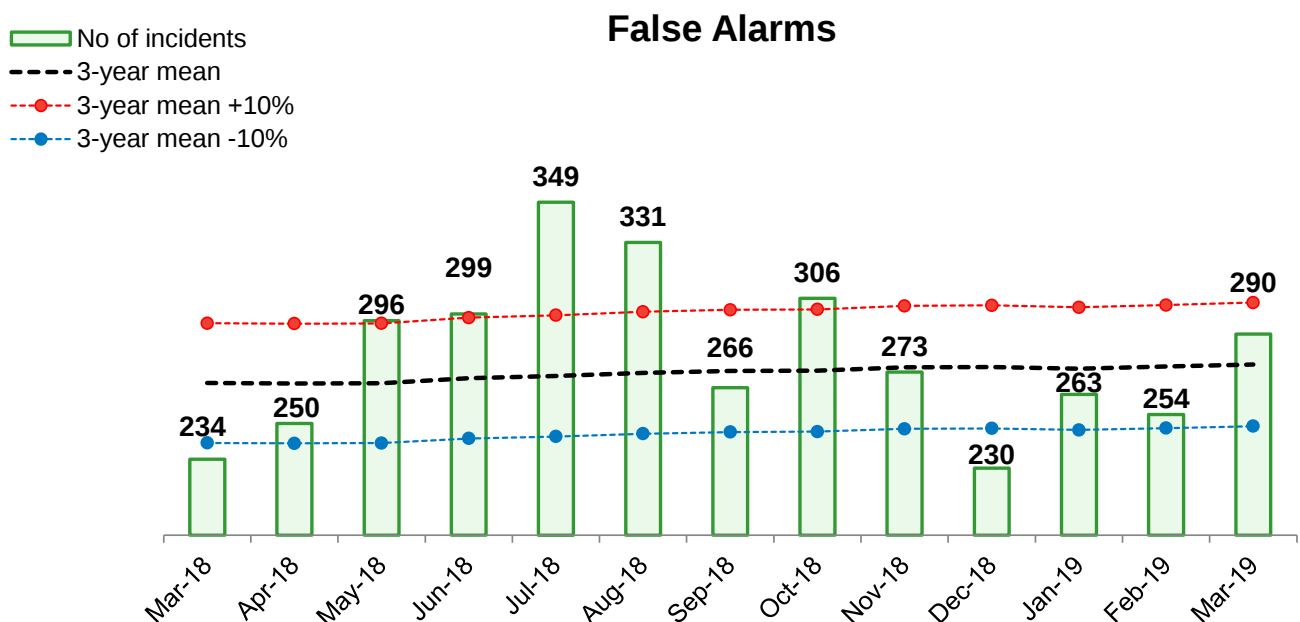


Figure 17 – False Alarm incidents per month: from Mar 2018 to Mar 2019

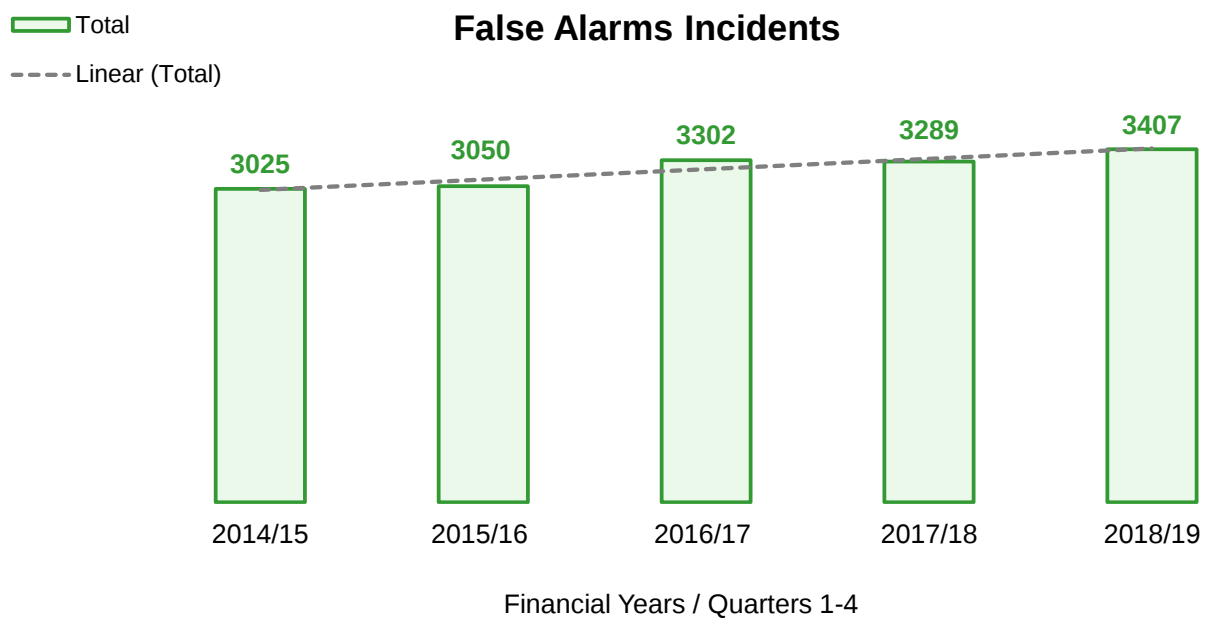


Figure 18 – False Alarm incidents: from Q1-Q4 2014-15 to Q1-Q4 2018-19

3. Absence Management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system (Figure 19). The sickness level for all staff in Q4 2018-19 has increased overall to 2.25 days when compared to 1.44 days lost per head in Q4 in 2017-18. This is slightly above the 5-year average of 1.72 days lost per head. More details can be found in Table 11.

3.1. All Staff Sickness

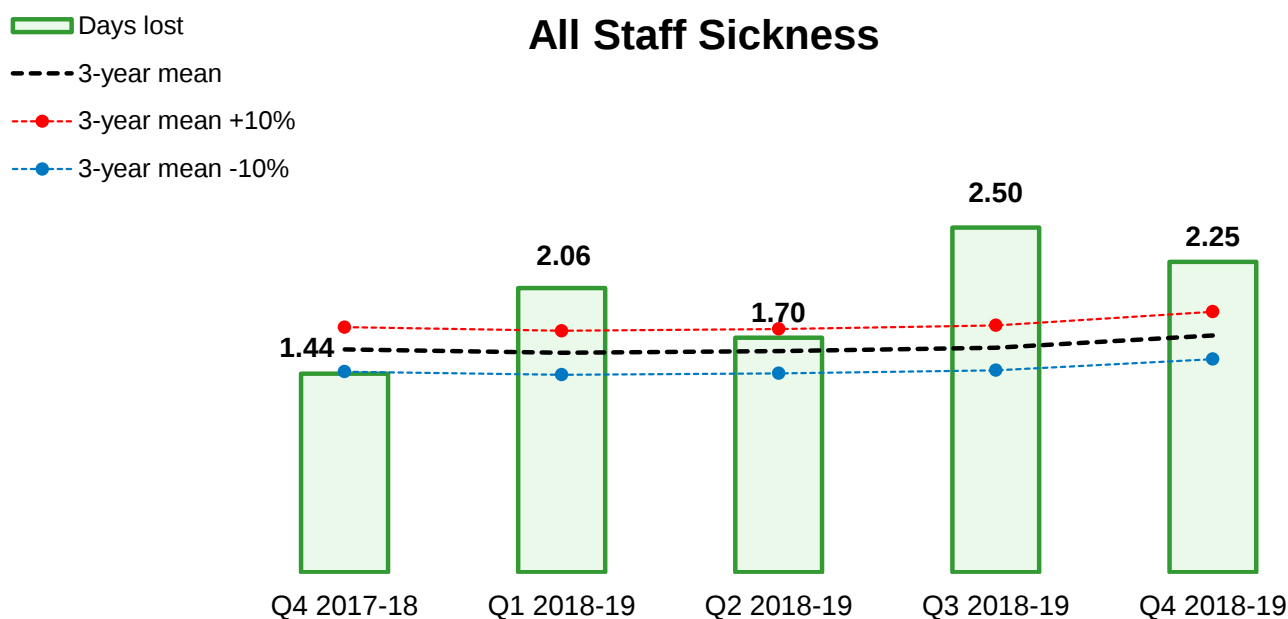


Figure 19 – All Staff Sickness: from Q4 2017-18 to Q4 2018-19

Table 11 – All Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Quarter 1	0.86	1.20	2.06
Quarter 2	0.45	1.25	1.70
Quarter 3	0.52	1.98	2.50
Quarter 4	0.93	1.32	2.25

- Long-term sickness continues to form the greatest proportion of All Staff sickness.
- Figure 20 shows the 5-year trend line for the All Staff Sickness (the number of days/shifts lost per head) recorded in Q4 between 2014-15 and 2018-19. Time cannot be used as a predicting variable for the increasing number of days/shifts lost per head, since the model is of a very poor fit.

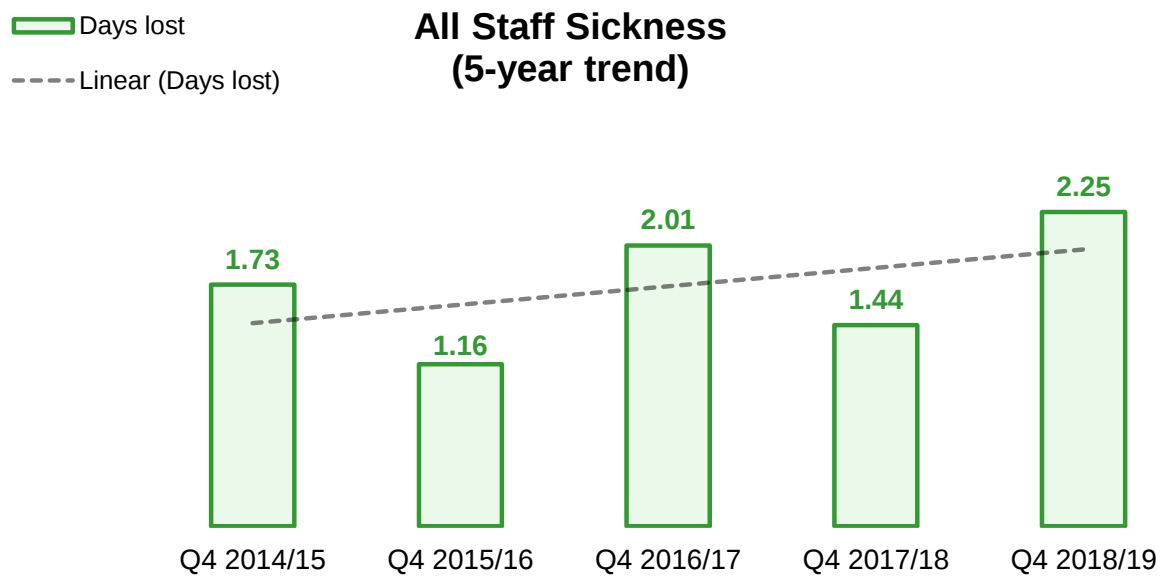


Figure 20 – All Staff Sickness: from Q4 2014-15 to Q4 2018-19

3.2. Non-Uniformed Staff Sickness

Non-Uniformed Staff Sickness increased in Q4 2018-19 to 2.80 days (Figure 21, Table 12). During the same period in 2017-18, Non-Uniformed Staff Sickness was at a lower level (2.53 days lost per head).

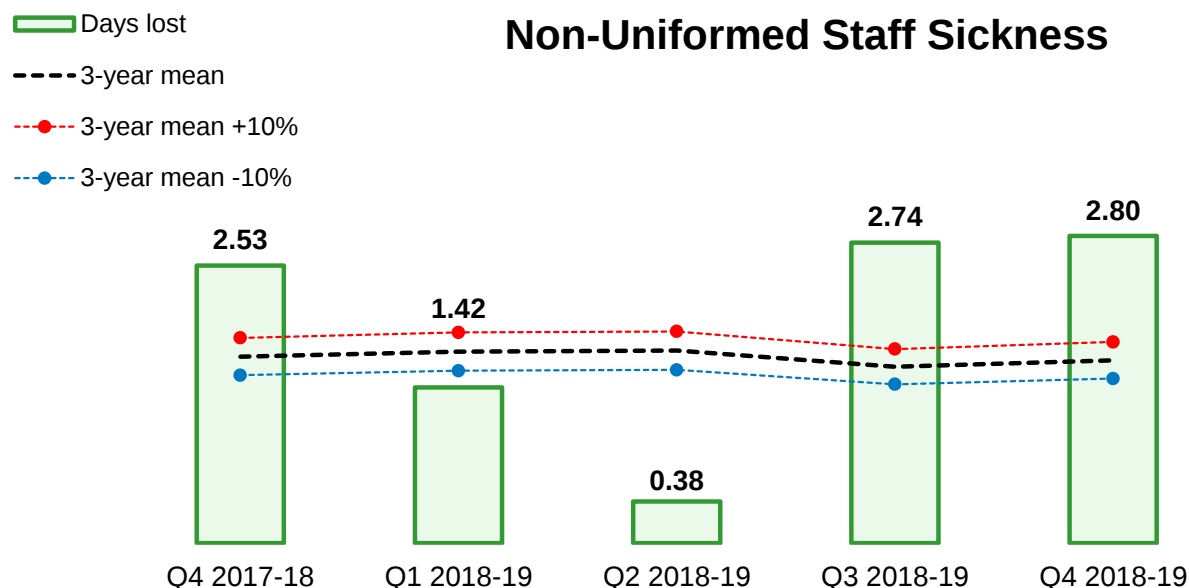


Figure 21 – Non-Uniformed Staff Sickness: from Q4 2017-18 to Q4 2018-19

Table 12 - Non-Uniformed Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-Uniformed Staff Sickness per head (days lost)
Quarter 1	1.11	0.31	1.42
Quarter 2	0.40	-0.02*	0.38
Quarter 3	0.50	2.24	2.74
Quarter 4	1.06	1.74	2.80

- Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff.
- By occurrence the most frequently recorded reason for absence in Q1-Q4 2018-19 were respiratory infections (cold / influenza).
- By number of days lost the most significant reason for absence in Q1-Q4 2018-19 were anxiety and stress.

* The number of employees is constantly changing and this influences the average number of days/shifts lost per person reported. The negative numbers reflects changes between these averages from one quarter to another.

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness increased in Q4 2018-19 to 2.34 days (Figure 22, Table 13). However, during the same period in 2017-18, Wholetime Staff Sickness was at a higher level (3.33 days lost per head).

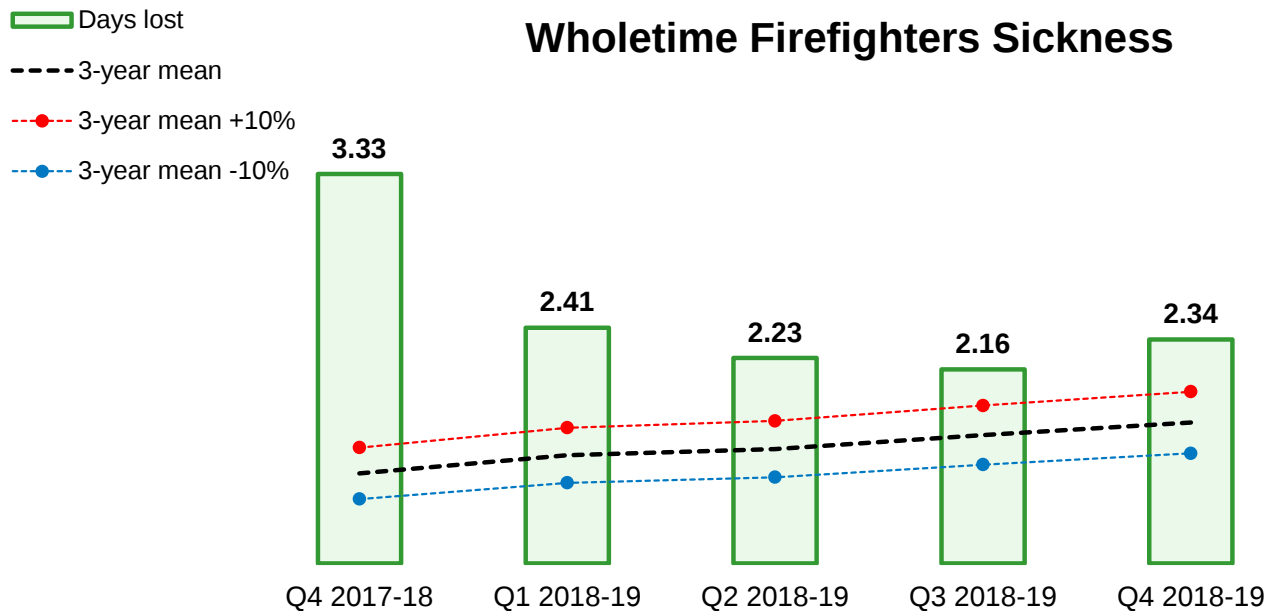


Figure 22 – Wholetime Staff Sickness: from Q4 2017-18 to Q4 2018-19

Table 13 – Wholetime Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.76	1.65	2.41
Quarter 2	0.30	1.93	2.23
Quarter 3	0.59	1.57	2.16
Quarter 4	0.84	1.50	2.34

- By occurrence the most frequently recorded reason for absence in Q1-Q4 2018-19 were gastro-intestinal related issues.
- By number of days lost the most significant reason for absence in Q1-Q4 2018-19 were stress and musculo skeletal (lower and upper limb) issues.

3.4 Comparative All Staff Sickness

To illustrate 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 (WCC), whose sickness figures are most readily available (Table 14).

Table 14 – Comparative All Staff Sickness

Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Worcestershire County Council	2.04	5.64	7.68
Herefordshire Council			8.24
HWFRS	2.76	5.75	8.51

- The latest figures for Q1-Q4 2018-19 show that the Service's overall staff sickness levels continue to compare well, but slightly higher than the 7.68 at Worcestershire County Council and Herefordshire County Council.
- Figures for other Fire and Rescue Services are generally only available a quarter in arrears. The latest available figures are for Q1-Q3 2018-19, which showed that Hereford & Worcester FRS All Staff Sickness was higher than Shropshire FRS (6.26 average number of days/shifts lost per head compared to 4.46).

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Total Incidents, Total Fires, Primary Fires, Secondary Fires, Special Service and All Staff Sickness being out of tolerance for Q1-Q4 2018-19, the first attendance by a fire appliance at Primary Building Fires within 10 minutes was also outside tolerance level. As previously explained, in the report for Q1-Q4 2018-19 there was an increase in the number of incidents attended, mainly influenced by weather events.

4.1 Attendance Standards – First Fire Appliance at Primary 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 Primary Building Fires within 10 minutes on at least 75% of occasions.

The total number of Primary Building Fires in Quarters 1-4 2018-19 was 658, which is a 8.66% increase compared to the same period in 2017-18.

The percentage of Primary Building Fires* attended by the first fire appliance within 10 minutes during Quarters 1-4 2018-19 was 54.41% which is a 4.32% decline compared to the same period in 2017-18 (Table 15).

* It should be noted that calculations are based on available records, which have been quality checked. During Q1-Q4 2018-19, 20 out of 658 (3.04%) records were not included compared to 14 in Q1-Q4 2017-18 (2.33%).

Table 15 – First fire appliance attendance at Primary Building Fires within 10 minutes

First fire appliance attendance	Q1-Q4 2017-18		Q1-Q4 2018-19	
Primary Building Fires attended within 10 minutes	353	58.73%	358	54.41%
Primary Building Fires not attended within 10 minutes	234	38.94%	280	42.55%
* Discarded incidents due to missing information	14	2.33%	20	3.04%
Total	601	100.00%	658	100.00%

Table 16 – First fire appliance attendance at Primary Building Fires average times

First fire appliance attendance (average times)	Q1-Q4 2017-18 (mm:ss)	Q1-Q4 2018-19 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:40 *	01:36
Travel time (Mobile Time until Appliance Arrival at Scene)	08:13 *	08:47
Time of Call to Arrival at Scene	09:54 *	10:23

* It should be noted that these are three independent averaged values, and therefore may not always add up.

- 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 and there is no exact match between a time recorded in the current system and the time used under the old method to record the time of call. The nearest time in the current system would be "Incident Created", which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest fire appliance.
- The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q4 2018-19 was 10 minutes and 23 seconds, a decrease of 4.88% compared with Q1-Q4 2017-18 (Table 16).
- In Q1-Q4 2018-19 the first fire appliance did not meet the Attendance Standard on 294 occasions out of the 658 Primary Building Fires attended* (Table 17). The main reason cited by crews for the first fire appliances not attending Primary Building Fires within 10 minutes was travel distance to the incident (51.36% of incidents). The top three reasons for not meeting the attendance standard are listed in Table 17.

* This statistic is based on information provided by firefighters in the incident reports.

Table 17 – Attendance Standard – Primary Building Fires

Reason for not meeting attendance standard	Number of incidents	%
Travel distance to the incident	151	51.36
Turn in time (On-Call and Day Crew only)	54	18.37
Appliance not booked in attendance	20	6.80
Other	69	23.47
Total	294	100.00

5. On-Call (Retained) Availability

The Gartan* report was produced on 9th April 2019 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance decreased by 4.86%, when compared with the same period of 2017-18 (Table 18).

*Gartan is an online availability management system.

Table 18 – First fire appliance On-Call (Retained) availability

Call sign	Station	County	Q1-Q4 2017-18	Q1-Q4 2018-19	% Change +/-
542	Bromyard	Herefordshire	98.36%	93.70%	-4.66%
481	Eardisley	Herefordshire	93.39%	95.00%	1.61%
472	Ewyas Harold	Herefordshire	96.73%	98.27%	1.54%
431	Fownhope	Herefordshire	93.47%	96.05%	2.58%
463	Hereford	Herefordshire	98.82%	98.03%	-0.79%
511	Kingsland	Herefordshire	99.47%	99.39%	-0.08%
492	Kington	Herefordshire	95.68%	96.95%	1.27%
422	Ledbury	Herefordshire	97.43%	98.30%	0.87%
502	Leintwardine	Herefordshire	98.65%	98.21%	-0.44%
522	Leominster	Herefordshire	99.65%	99.94%	0.29%
552	Peterchurch	Herefordshire	87.29%	63.22%	-24.07%
442	Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
452	Whitchurch	Herefordshire	82.79%	65.73%	-17.06%
231	Bewdley	Worcestershire	71.45%	62.40%	-9.05%
302	Broadway	Worcestershire	88.49%	51.38%	-37.11%
251	Bromsgrove	Worcestershire	75.26%	77.13%	1.87%
261	Droitwich Spa	Worcestershire	64.81%	59.14%	-5.67%
281	Evesham	Worcestershire	89.57%	88.35%	-1.22%
241	Kidderminster	Worcestershire	50.90%	69.08%	18.18%
411	Malvern	Worcestershire	84.43%	75.12%	-9.31%
291	Pebworth	Worcestershire	88.48%	83.60%	-4.88%
311	Pershore	Worcestershire	94.30%	86.84%	-7.46%
271	Redditch	Worcestershire	98.73%	91.76%	-6.97%
221	Stourport	Worcestershire	84.16%	70.69%	-13.47%
532	Tenbury	Worcestershire	98.87%	99.09%	0.22%
322	Upton upon Severn	Worcestershire	92.25%	89.83%	-2.42%
213	Worcester	Worcestershire	95.88%	80.94%	-14.94%
Total Hours Available			89.61%^{a,b}	84.75%^a	-4.86%

^a The average (mean) of availability of first appliances only.

^b The Gartan report for Q1-Q4 2017-18 was now presented with two decimal places instead of one.

From 1st March 2019 the following appliances were retained at night (18:00-08:00) and availability is shown below (Table 19).

Table 19 – First fire appliance On-Call (Retained) availability

Call sign	Station	County	Q1-Q4 2017-18	Q1-Q4 2018-19	% Change +/-
262	Droitwich	Worcestershire	NA	95.74%	NA
282	Evesham	Worcestershire	NA	100.00%	NA
412	Malvern	Worcestershire	NA	100.00%	NA

5.1 Number of incidents per station ground

Table 20 shows the number of incidents recorded in each fire station ground area* in Q1-Q4 2018-19.

Table 20 – Incidents per station ground Q1-Q4 2018-19

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromyard	Herefordshire	41	31	31	103
Eardisley	Herefordshire	19	21	10	50
Ewyas Harold	Herefordshire	15	11	13	39
Fownhope	Herefordshire	11	10	6	27
Hereford	Herefordshire	177	216	419	812
Kingsland	Herefordshire	26	18	6	50
Kington	Herefordshire	9	19	4	32
Ledbury	Herefordshire	25	33	45	103
Leintwardine	Herefordshire	9	11	0	20
Leominster	Herefordshire	58	58	100	216
Peterchurch	Herefordshire	17	12	5	34
Ross-on-Wye	Herefordshire	50	46	69	165
Whitchurch	Herefordshire	13	27	10	50
Bewdley	Worcestershire	71	31	62	164
Broadway	Worcestershire	10	10	27	47
Bromsgrove	Worcestershire	155	151	353	659
Droitwich Spa	Worcestershire	108	90	140	338
Evesham	Worcestershire	157	99	178	434
Kidderminster	Worcestershire	243	170	354	767
Malvern	Worcestershire	72	115	221	408
Pebworth	Worcestershire	26	10	13	49
Pershore	Worcestershire	60	43	86	189
Redditch	Worcestershire	300	242	442	984
Stourport	Worcestershire	101	52	125	278
Tenbury	Worcestershire	25	26	6	57
Upton upon Severn	Worcestershire	45	32	32	109
Worcester	Worcestershire	339	328	650	1,317
Total		2,182	1,912	3,407	7,501
		29.09%	25.49%	45.42%	100.00%

* The geographical location of each incident is recorded in the Incident Recording System, which determines the relevant station ground. The table summarises the data for all incidents except where the incident was recorded as 'Over The Border' or OTB.