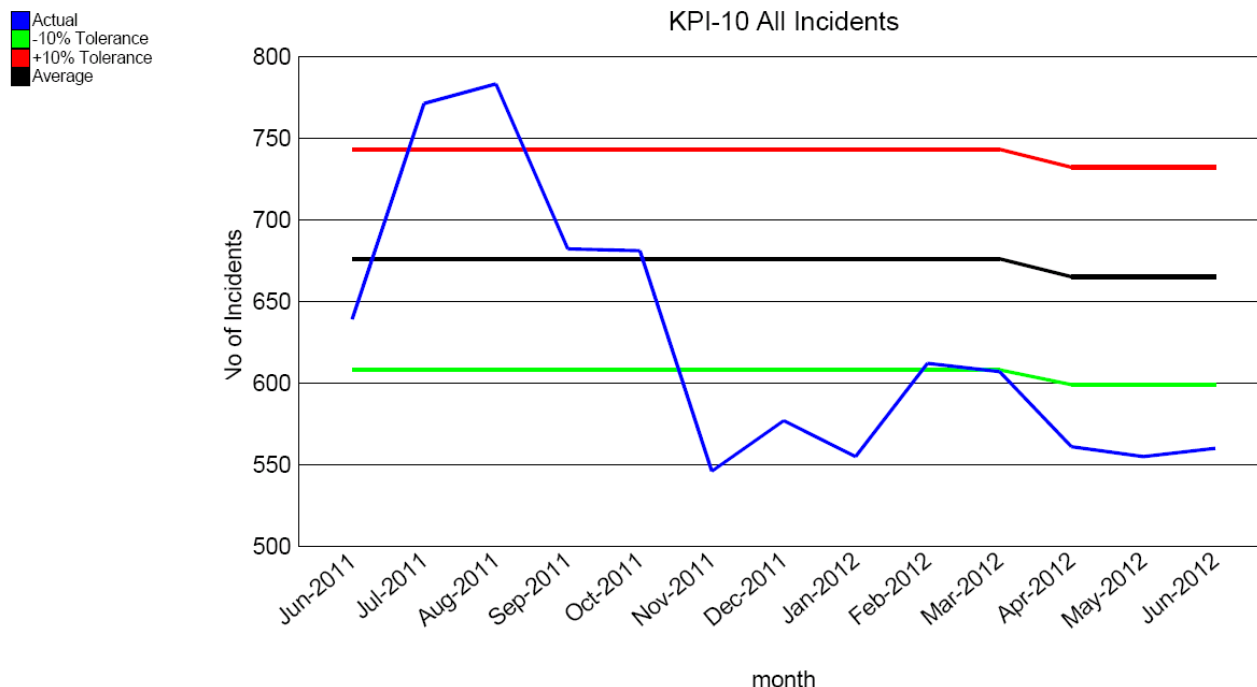


## Fire & Rescue Authority Plan 2012-13

### Quarter 1 Performance

#### 1. Operational Activity –Total and Fire Incidents

##### 1.1. Quarter 1 Total Incidents Attended



(Figure 1 – Total Incidents per month June 2011 to June 2012)

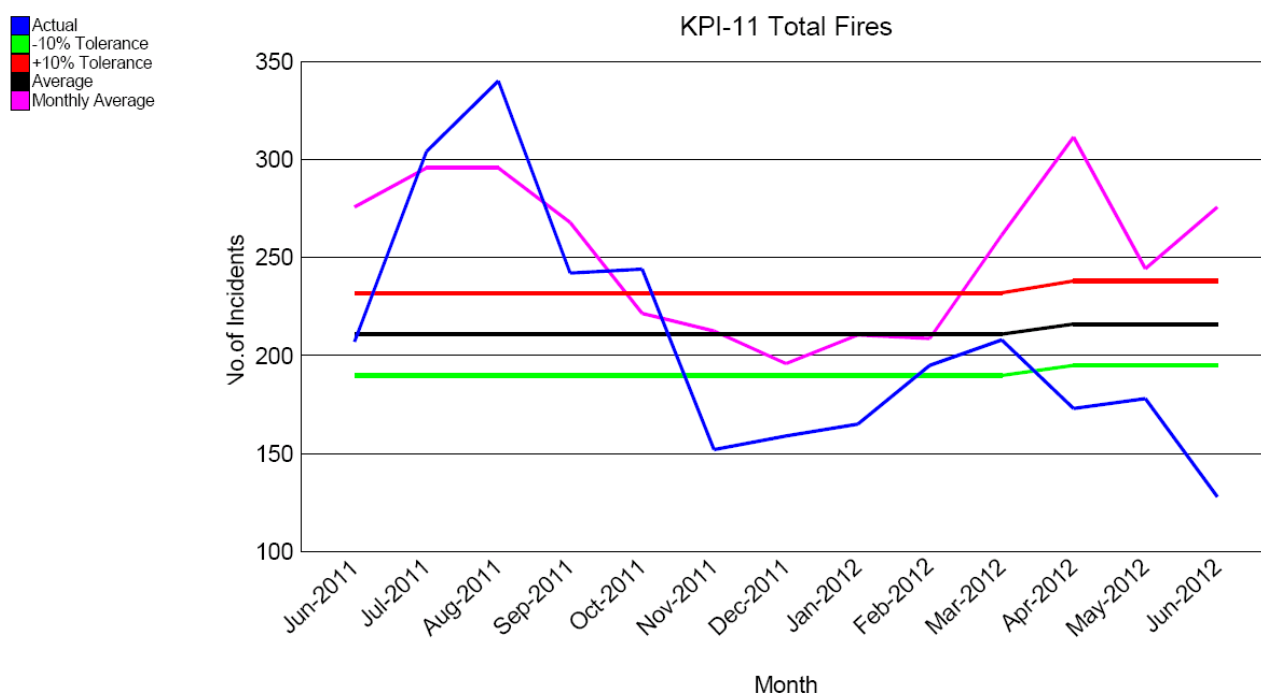
**Summary** Total incident operational activity levels show a decrease on the same quarter last year.

Total Incidents	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
All Fires	840	479	-43.0%
Special Services	403	434	7.7%
False Alarms	800	761	-4.9%
<b>Total Incidents</b>	<b>2043</b>	<b>1674</b>	<b>-40.2%</b>

(Table 1 –Total Incidents Q1 2011-12 and Q1 2012-13)

- A large reduction in the total number of fires attended has led to the overall decrease in total incidents when compared with the same quarter last year
- This has led to the lowest Quarter 1 total number of incidents attended in the last five years

## 1.2. Quarter 1 Total Number of Fires



(Figure 2 – Total Incidents per month June 2011 to June 2012)

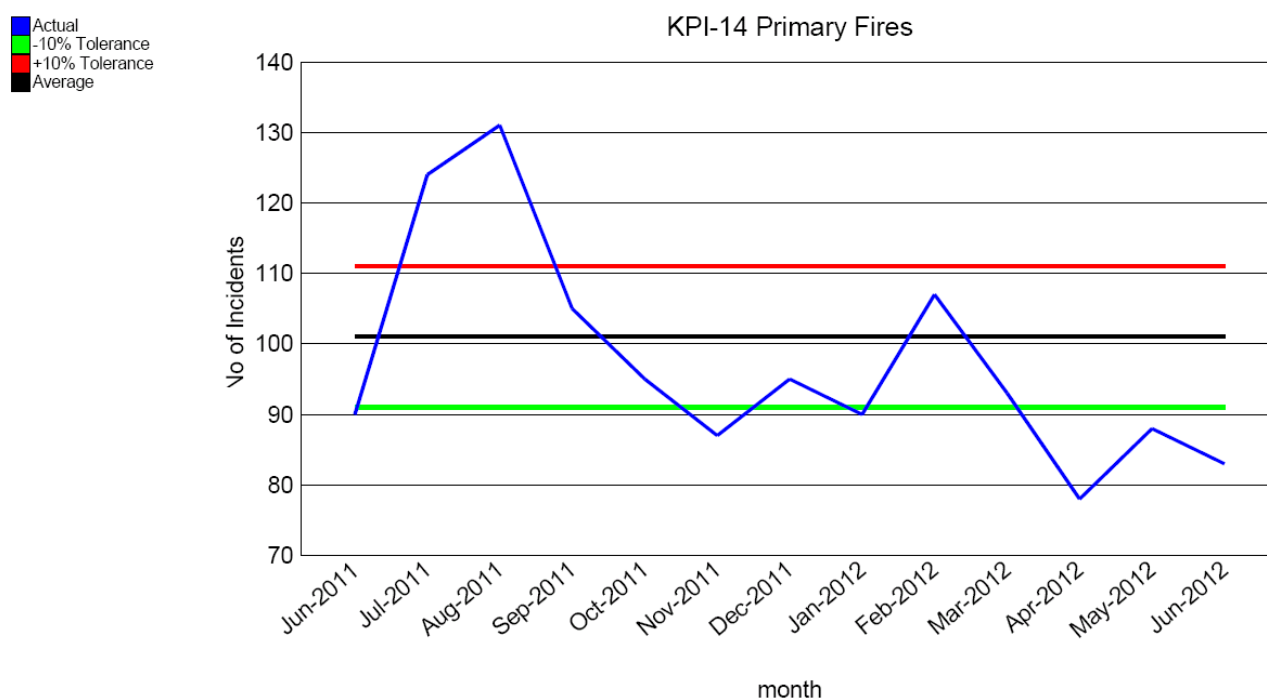
**Summary** A significant reduction in Secondary Fires attended in Q1 compared with the same quarter last year has led to an overall reduction in the number of total fires attended

Total Fires	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
Primary Fires	310	249	-19.7%
Secondary Fires	509	194	-61.9%
Chimney Fires	21	36	71.4%
<b>Total Fires</b>	<b>840</b>	<b>479</b>	<b>-43.0%</b>

(Table 2 – Total Fires Q1 2011-12 and Q1 2012-13)

- Primary fires down 17% from last 3 years' Quarter 1 average
- Secondary fires down 54.9% from last 3 years' Quarter 1 average
- Chimney fires increased from same quarter last year and also up 16% on last 3 year's Quarter 1 average

### 1.3. Quarter 1 Primary Fires



(Figure 3 – Total Primary Fire Incidents per month June 2011 to June 2012)

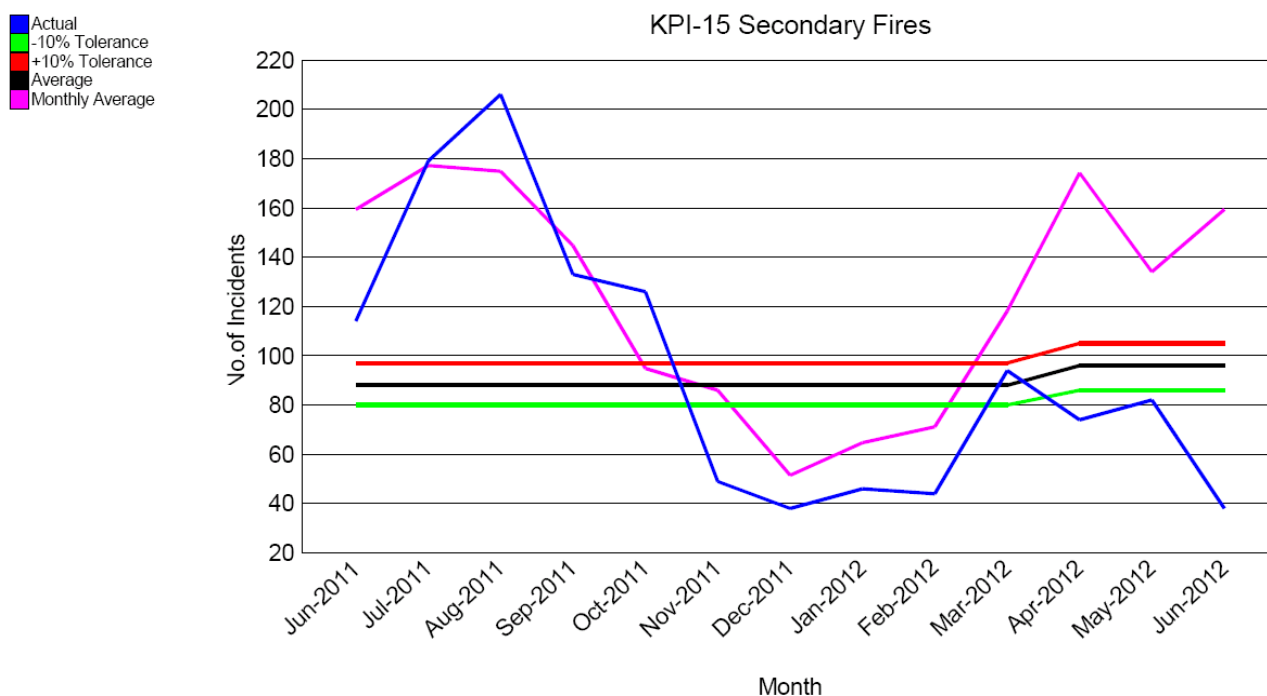
**Summary** Primary fires numbers in Q1 reduced compared with same quarter last year

Primary Fires	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
Building Fires	187	165	-11.8%
Vehicle& Transport Fires	82	71	-13.4%
Outdoor Fires	41	13	-68.3%
<b>Total Fires</b>	<b>310</b>	<b>249</b>	<b>-19.7%</b>

(Table 3 –Primary Fires Q1 2011-12 and Q1 2012-13)

- There have been year on year reduction in the three main categories of primary fires
- Although small in context, the number of outdoor fires has decreased from 41 in Quarter 1 2011-12 to 13 in Quarter 1 2012-13. This is mainly due to the predominantly wet weather conditions which have also affected the number of secondary fires attended

## 1.4. Quarter 1 Secondary Fires



(Figure 4 – Total Secondary Fire Incidents per month June 2011 to June 2012)

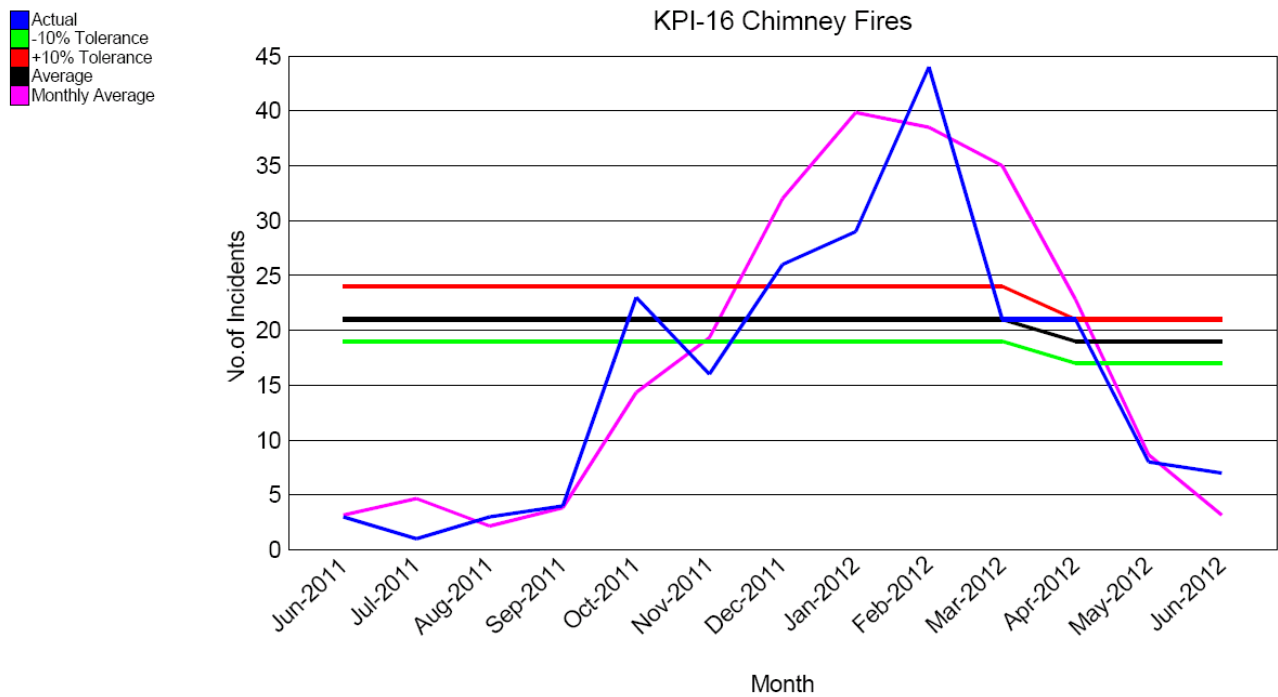
**Summary** Secondary fire numbers have decreased significantly compared with the same quarter last year due to the predominantly wet weather conditions in Q1

Secondary Fires	Apr	May	Jun	Quarterly Total
Quarter 1 2011-12	227	168	114	509
Quarter 1 2012-13	74	82	38	194
Percentage Change	-67.4%	-51.2%	-66.7%	-61.9%

(Table 4 –Secondary Fires Q1 2011-12 and Q1 2012-13)

- The majority of secondary fires in Quarter 1 2012-13 were located in grassland woodland and crops (69 out of 194 fires or 35% of all secondary fires in 2012-13). This is compared with 254 grassland woodland and crop fires in Quarter 1 2011-12 (49.9% of all secondary fires in Q1 2011-12)
- There have been similar reductions in the number of secondary fires in other outdoor locations and outdoor equipment which together with grassland woodland and crop fires make up the majority of all secondary fires

## 1.5.Quarter 1 Chimney Fires



(Figure 5 – Total Chimney Fire Incidents per month June 2011 to June 2012)

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

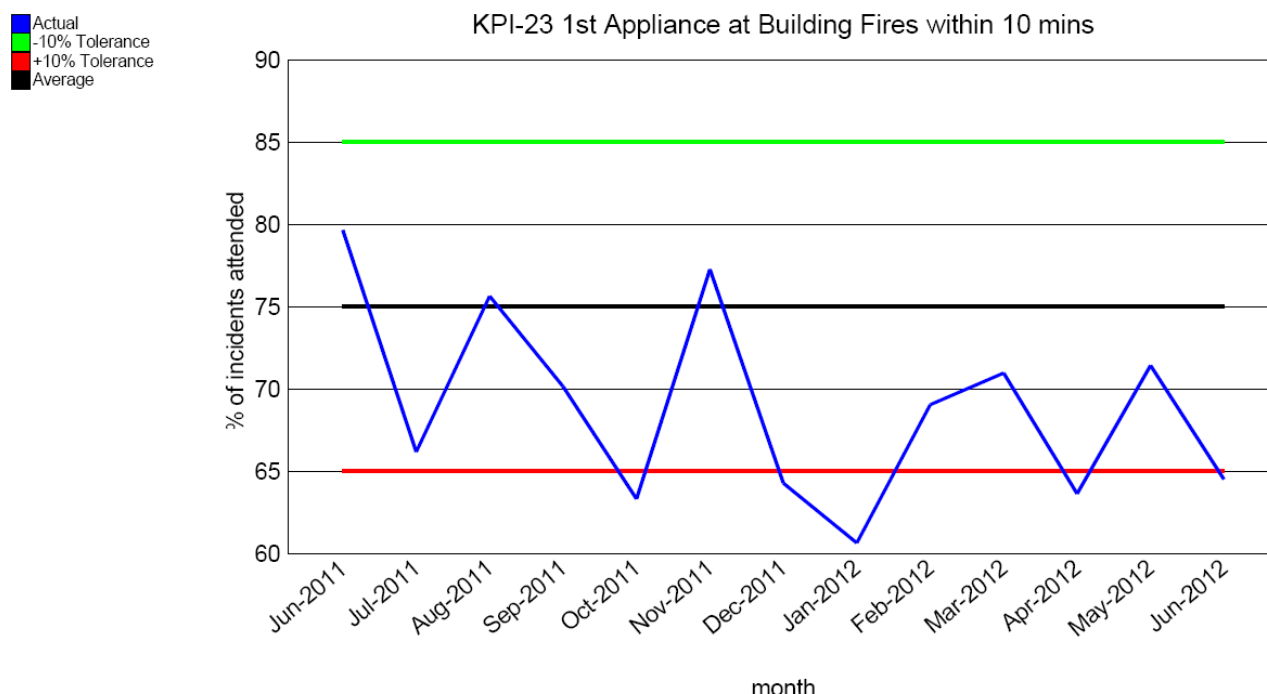
Chimney Fires	Apr	May	Jun	Quarterly Total
Quarter 1 2011-12	12	6	3	21
Quarter 1 2012-13	21	8	7	36
<b>Percentage Change</b>	<b>75.0%</b>	<b>33.3%</b>	<b>133.3%</b>	<b>71.4%</b>

(Table 5 –Chimney Fires Q1 2011-12 and Q1 2012-13)

- Chimney fires have increased from the same quarter last year, with 71% more than in the same quarter last year, this may also be due to the cooler, wetter weather conditions in Quarter 1 2012-13

## 1.6.Quarter 1 Attendance Standards – Fires in Buildings

Although not out of tolerance at the end of Quarter 1 using the 10% above and below average model, a tighter tolerance level may be required in this indicator in view of its importance to the Service. *The current attendance standard will be reviewed as part of the development of the Service's new Integrated Risk Management Plan which will be delivered in 2013.*



(Figure 6 – 1st Appliance at Building Fires within 10 mins –June 11 to June 12)

**Summary** In Q1 the Service saw a reduction in the number of attendances at building fires that met the attendance standard compared to last year. Travel distance accounted for 50% of these failures. Of the remainder, 19% were attended in a time of between 10 and 11 minutes.

1 <sup>st</sup> Appliance attendance at Building Fires within 10 minutes	Q1 11-12	Q1 12-13
Number of building fires attended within 10 minutes	151	115
Total Number of building fires attended	200	173
% attended within 10 minutes	75.5%	66.5%

(Table 6 –1st Appliance attendance Q1 2011-12 and Q1 2012-13)

- 11 out of the 58 fires which were not attended within 10 minutes were attended within 11 minutes
- The overall average time taken to attend all types of incidents in Quarter 1 2012-13 was 9 minutes 9 seconds (excluding six late fire calls)

Travel distance to the incident	29	Difficulty in locating incident address	1
Late Fire Call	6	Incorrect or insufficient information passed to control on initial call	1
Turn in time (Retained and Day Crew only)	4	Mobilised from other location (not on home station)	1
Responding not normal road speed, i.e. AFA's	3	Mobilised to incorrect address	1
Weather conditions/ Road conditions	3	Mobilising error	1
Communication Equipment Fault	2	Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	1
Traffic conditions causing delayed turn in time to stations (Retained and Day Crewed only)	2	Simultaneous Incident	1
Appliance not booked in attendance	1	Training event delaying turn out i.e. drilling	1
		Total	58

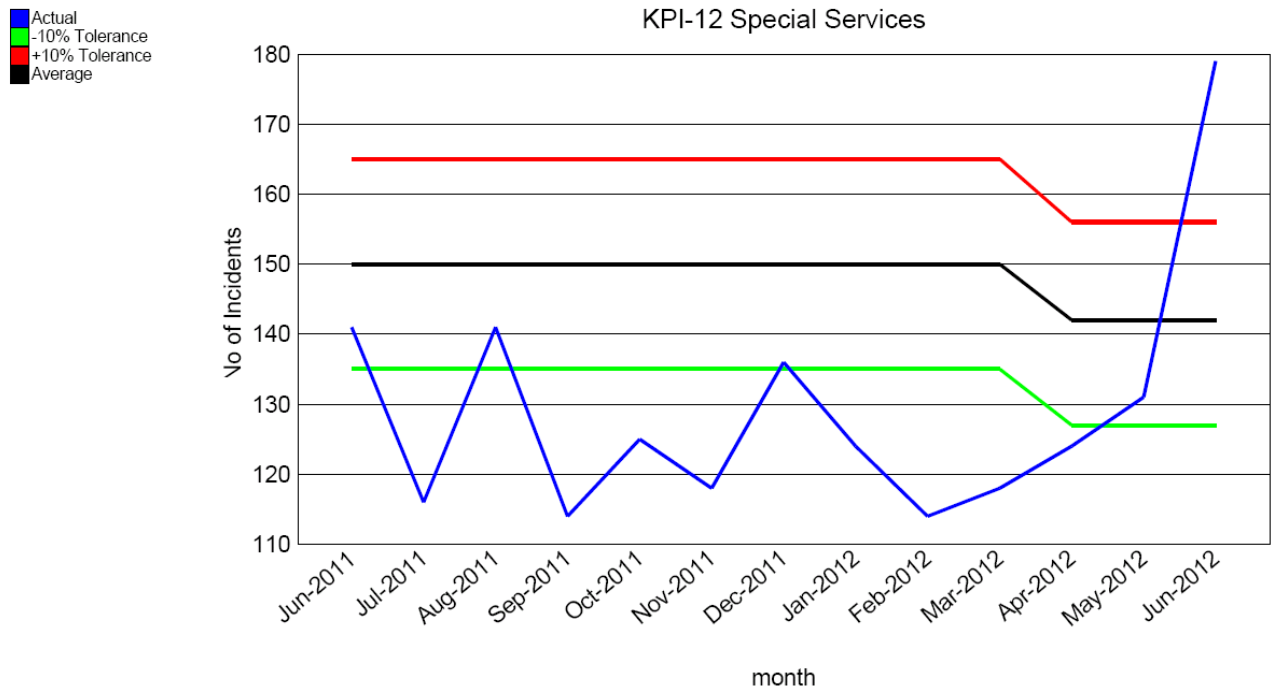
(Table 22 – Fire in Buildings Reasons for standard not met Q1 2012-13)

- The above table illustrates in breakdown of reasons for the 58 incidents where the standard was not met in Quarter 1. Travel distance accounted for 50% of the failures
- 11 out of the 58 fires which were not attended within 10 minutes were attended within 11 minutes
- The overall average time taken to attend all types of incidents in Quarter 1 2012-13 was 9 minutes 9 seconds (excluding six late fire calls)

## 2. Other Non-Fire Incidents

The second section of this report focuses on operational activity in terms of other non-fire incidents attended in terms of operational activity.

### 2.1. Quarter 1 Special Service Incidents



(Figure 7 –Special Services Incidents per month June 2011 to June 2012)

**Summary** The Special Service incidents totals have been adversely affected by an increase in flooding and other water related incidents in June. Although the monthly total in June was out of tolerance, the overall Q1 total was within tolerance for the quarter.

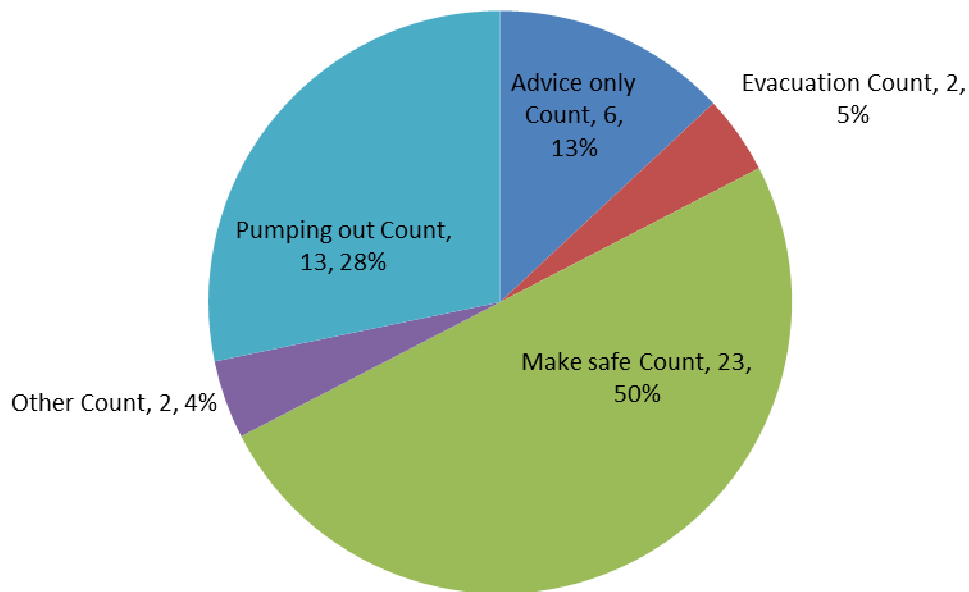
All Special Services	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
RTC Incidents	169	149	-11.8%
Flooding	17	46	170.6%
Other Special Services	217	239	10.1%
<b>Total Incidents</b>	<b>403</b>	<b>434</b>	<b>7.7%</b>

(Table 7 –Special Services Q1 2011-12 and Q1 2012-13)

- 46 Flooding incidents in Quarter 1 2012-13 compared with 17 same quarter last year
- 25 out of the 46 flooding incidents occurred in the three day period 28 June to 30 June 2012
- Other Special Services included quarter on quarter increases in making safe (not RTC) and rescues and evacuation from water also linked to the spate conditions

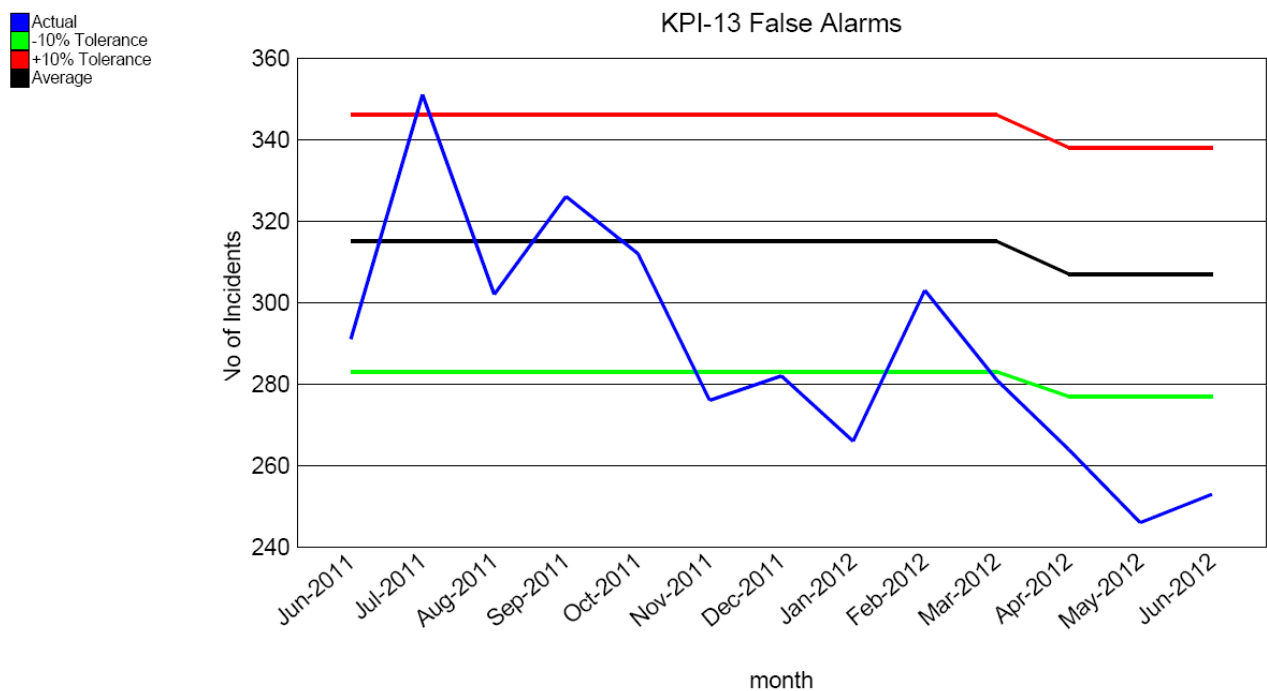


## Flooding Incidents Q1 2012-13



(Figure 7 –Flooding Incidents by type Quarter 1 2012-13)

### 2.2.Quarter 1 False Alarm Incidents



(Figure 8 –False Alarm Incidents per month June 2011 to June 2012)

**Summary** False alarm numbers have decreased against Q1 last year and also decreased against the last 3 years Quarter 1 average. The introduction of the Service's AFA Reduction Policy (Interim) has seen a cost saving of approximately £3500 this quarter with a reduced number of appliances attending premises.

<b>Total False Alarms</b>	<b>Quarter 1 2011-12</b>	<b>Quarter 1 2012-13</b>	<b>Percentage change</b>
Malicious False Alarms	20	12	-40.0%
False Alarm Good Intent	184	151	-17.9%
Automatic False Alarms	596	598	0.3%
<b>Total False Alarms</b>	<b>800</b>	<b>761</b>	<b>-4.8%</b>

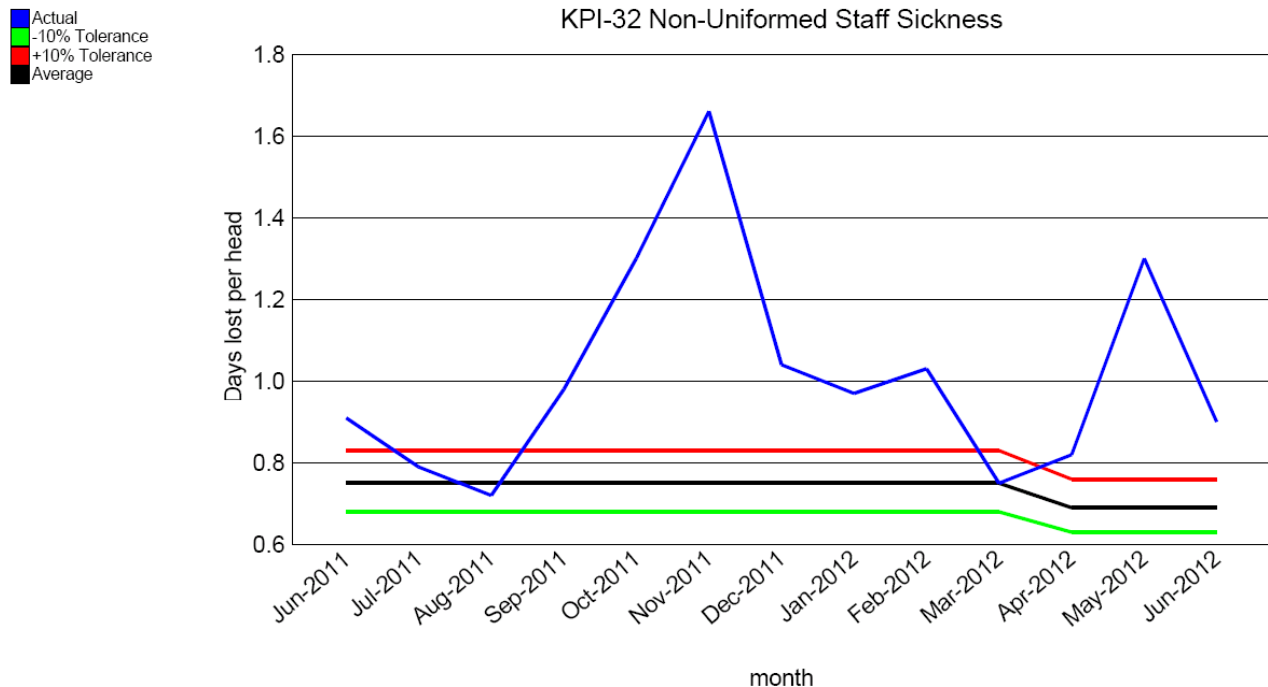
*(Table 8 – False Alarms Q1 2011-12 and Q1 2012-13)*

- Marginal increase in the number of Automatic False Alarms in Quarter 1 2012-13 compared with same quarter last year
- Decreases in the other categories of false alarms compared with the same quarter last year
- As a result of the recently introduced Interim AFA policy, although the number of automatic false alarms attended increased slightly when compared with the same quarter last year, the total number of mobilisations (pumps and rescue pumps) to AFAs actually reduced from 811 in Quarter 1 2011-12 to 689 in Quarter 12-13. There have been a total of 122 less mobilisations as a result of the application of the interim policy
- 34 of these 122 were retained mobilisations, this would represent a approximate retained cost saving of £3,514.92

### 3. Performance Indicators Out of Tolerance

At the end of Quarter 1 all performance indicators were within the 10% tolerance levels except for the indicator regarding non-uniform sickness.

#### 3.1. KPI-33 Non-Uniform Sickness



(Figure 9 –Non-Uniform Staff Sickness June 2011 to June 2012)

**Summary** Non-uniform staff sickness was above the 10% tolerance levels for the months of April, May and June and as a result was over the 10% tolerance level for the Quarter. The main reason for this was an increase in long term sickness for non-uniform staff sickness.

	Apr	May	Jun	Quarterly Total
Non-Uniform Sickness days lost per head Q1 2011-12 (days)	0.45 (54.74)	0.46 (55.72)	0.91 (108.43)	1.8 (218.89)
Non-Uniform Sickness days lost per head Q1 2012-13 (days)	0.82 (98.78)	1.3 (154.08)	0.9 (107.97)	3.0 (360.83)
<b>Percentage Change</b>	<b>82.2%</b>	<b>182.6%</b>	<b>-1.0%</b>	<b>66.7%</b>

(Table 9 –Non-Uniform Staff Sickness per month Q1 2011-12 and 2012-13)

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Quarterly Total</b>
Short Term Non-Uniformed Staff Sickness per head Q1 2012-13 ( <i>days lost</i> )	0.22 (26)	0.47 (55.68)	0.31 (37)	0.98 (118.68)
Long Term Non-Uniformed Staff Sickness per head Q1 2012-13 ( <i>days lost</i> )	0.61 (72.78)	0.83 (98.4)	0.59 (70.97)	2.0 (242.15)
Non-Uniformed Staff Sickness per head Q1 2012-13 ( <i>days lost</i> )	0.82 (98.78)	1.3 (154.08)	0.9 (107.97)	3.0 (360.83)

*(Table 10 –Non-Uniform Staff Sickness per month Q1 2012-13)*

- The largest monthly total of non-uniform sickness was in May which also had the largest monthly total of long-term non-uniform sickness
- Long term non-uniform staff sickness represented 67% of all non-uniform staff sickness in Quarter 1 2012-13. This can be compared with wholetime staff sickness where long term staff sickness represented 64% of all wholetime staff sickness
- 2.0 days were lost to long term non-uniform staff sickness in Quarter 1 2011-12 compared with only 0.99 days lost to long term non-uniform staff sickness in same quarter last year
- The non–uniform long term sickness relates to 5 employees
- Following the recent implementation of the Attendance Management Policy and toolkit the HR team have completed training for wholetime Station and Watch Commanders and all non-uniformed managers. Training for Crew Commanders is on-going
- The Senior HR Advisors are providing on-going proactive support to enable all managers to manage sickness absence and to keep sickness levels to a minimum. In order to address increases such as the non-uniform sickness absence in this Quarter, Senior HR Advisors are supporting managers by:
  - Ensuring rapid occupational health, counselling and physiotherapy referrals are made, as and when required
  - Having regular detailed case updates with key departmental managers and employees
  - Implementing a structured and timed return for employees in relation to modified duties
  - Implementing fortnightly HR case review meetings to discuss actions and proactive interventions

#### 4. Retained Availability

A Retained Availability summary was presented to SMB in June 2012 comparing performance under the old MIS system and the new Gartan Retained Availability software. At that meeting it was requested that alongside reporting retained availability as a performance indicator (KPI-26), a similar retained availability summary using data from Gartan should be prepared on a quarterly basis.

**Summary** *There was an overall drop in availability of 2.7% of all retained pumps across the Service when compared with the same Quarter last year. [For reference percentage availability is aggregated across the quarter and is not individual appliance based \(2 pump stations\).](#)*

Retained Availability	Apr	May	Jun	Quarterly Total
Quarter 1 2011-12	93.9%	94.1%	91.7%	93.2%
Quarter 1 2012-13	91.8%	89.9%	89.9%	90.5%
Percentage Change	-2.1%	-4.2%	-1.8%	-2.7%

(Table 11 –Retained Availability Q1 2011-12 and Q1 2012-13)

- Stations which have experienced the biggest drop in performance from Q1 2011-12 to Q1 2012-13:
  - Hereford (down 28.1% on Q1 2011-12 availability)
  - Bromsgrove (down 19.5% on Q1 2011-12 availability)
  - Bromyard (down 7.7% on Q1 2011-12 availability)
- Hereford was the lowest performing station in Q1 2012-13 with a retained availability of 67.1%
- Three stations have shown significant improvement from Q1 2011-12 to Q1 2012-13 :
  - Bewdley (up 23.0% on Q1 2011-12 availability)
  - Evesham (up 11.0% on Q1 2011-12 availability)
  - Pebworth (up 7.6% on Q1 2011-12 availability)
- Kingsland was the highest performing station in Q1 2012-13 with a retained availability of 99.9%

Reasons for pumps being off the run Q1 2012-13	% of time pumps unavailable
Didn't meet minimum crewing requirement	7.87%
No BA wearers	4.75%
No Officer in Charge	6.02%
No driver	2.91%
<b>Total impact on pump availability</b>	<b>9.46%</b>

(Table 12-Retained availability by factor – Quarter 1 2012-13)

- Overall availability is dependent on a number of factors and an appliance can be not available due to a combination of factors. The lack of sufficient crew is the largest reason for unavailability

Station	Availability Q1 11-12	OTR Mechanical Q1 11-12	Station	Availability Q1 12-13	OTR Mechanical Q1 12-13	Better/ Worse
21 Worcester	95.94%	26	21 Worcester	96.21%	22	0.28%
22 Stourport	99.94%	7	22 Stourport	97.08%	7	-2.86%
23 Bewdley	77.72%	28	23 Bewdley	95.63%	9	23.04%
24 Kidderminster	99.91%	2	24 Kidderminster	99.13%	28	-0.78%
25 Bromsgrove	91.29%	24	25 Bromsgrove	73.45%	13	-19.54%
26 Droitwich	86.32%	0	26 Droitwich	79.26%	22	-8.18%
27 Redditch	96.64%	22	27 Redditch	93.86%	22	-2.88%
28 Evesham	62.75%	1	28 Evesham	69.67%	6	11.03%
29 Pebworth	82.44%	3	29 Pebworth	88.68%	20	7.57%
30 Broadway	79.12%	2	30 Broadway	84.56%	2	6.88%
31 Pershore	96.93%	5	31 Pershore	94.39%	5	-2.62%
32 Upton	93.75%	4	32 Upton	90.22%	0	-3.77%
41 Malvern	99.16%	6	41 Malvern	99.81%	3	0.66%
42 Ledbury	95.78%	12	42 Ledbury	91.09%	6	-4.90%
43 Fownhope	96.81%	0	43 Fownhope	97.50%	4	0.71%
44 Ross on Wye	99.83%	9	44 Ross on Wye	98.37%	13	-1.46%
45 Whitchurch	92.08%	0	45 Whitchurch	90.91%	6	-1.27%
46 Hereford	93.40%	0	46 Hereford	67.15%	5	-28.10%
47 Ewyas Harold	99.05%	3	47 Ewyas Harold	99.22%	10	0.17%
48 Eardisley	99.98%	6	48 Eardisley	99.85%	7	-0.13%
49 Kington	97.73%	3	49 Kington	90.49%	3	-7.41%
50 Leintwardine	89.54%	1	50 Leintwardine	86.08%	0	-3.86%
51 Kingsland	99.94%	35	51 Kingsland	99.89%	13	-0.05%
52 Leominster	95.64%	4	52 Leominster	91.17%	18	-4.67%
53 Tenbury	94.09%	15	53 Tenbury	90.31%	9	-4.02%
54 Bromyard	90.05%	5	54 Bromyard	82.35%	17	-8.55%
55 Peterchurch	99.13%	2	55 Peterchurch	94.24%	2	-4.93%
<b>Total Q1 11-12</b>	<b>93.2%</b>	<b>236</b>	<b>Total Q1 12-13</b>	<b>90.5%</b>	<b>284</b>	

(Table 13 –% availability by station, comparing Q1 2011-12 with Q1 2012-13)

## 5. Information Requests

### 5.1 Information Requests – Quarter 1 2012-13

<b>Q1 2012-13</b>	<b>FOIA Requests received and completed</b>	<b>DPA Requests received and completed</b>	<b>EIR Requests received and completed</b>
April 2012	11	1	0
May 2012	14	0	0
June 2012	15	1	0
<b>Total</b>	<b>40</b>	<b>2</b>	<b>0</b>

*(Table 14- Information Requests Q1 2012-13)*

- The Service collects and maintains information and data to enable the organisation to undertake our statutory duties
- In Quarter 1, FOI subject request areas have included Incidents Reports (now chargeable £52 per item), enquires regarding attendance to False Alarms, the number of Smoke Alarms fitted by the Service and the time spent investigating deliberate fires
- The overall number of information requests received has decreased from 52 in Quarter 1 2012-13 to 42 in Quarter 1 2011-12. FOIA requests have reduced from 50 to 40 and DPA requests have remained constant at 2. There have been no EIR requests in Quarter 1 2012-13 or the same quarter last year