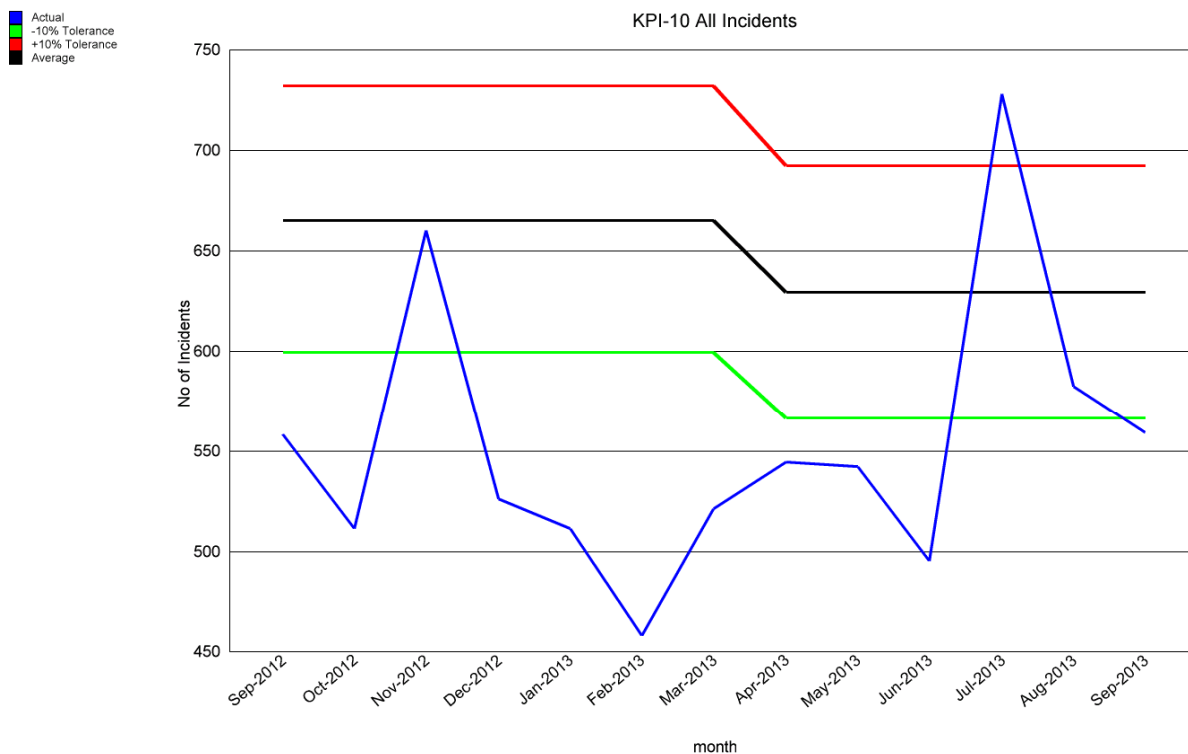


Fire and Rescue Authority Plan 2013-14

Quarters 1-2 2013-14 Performance

1. Operational Activity – Total and Fire Incidents

1.1. Total Incidents Attended



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

Summary Total incident levels for Quarter 1 and 2 2013-14 show a decrease in operational activity compared with the previous year and is also the lowest combined Quarter 1 and Quarter 2 incident total since the current dataset has been collected for the last seven years.

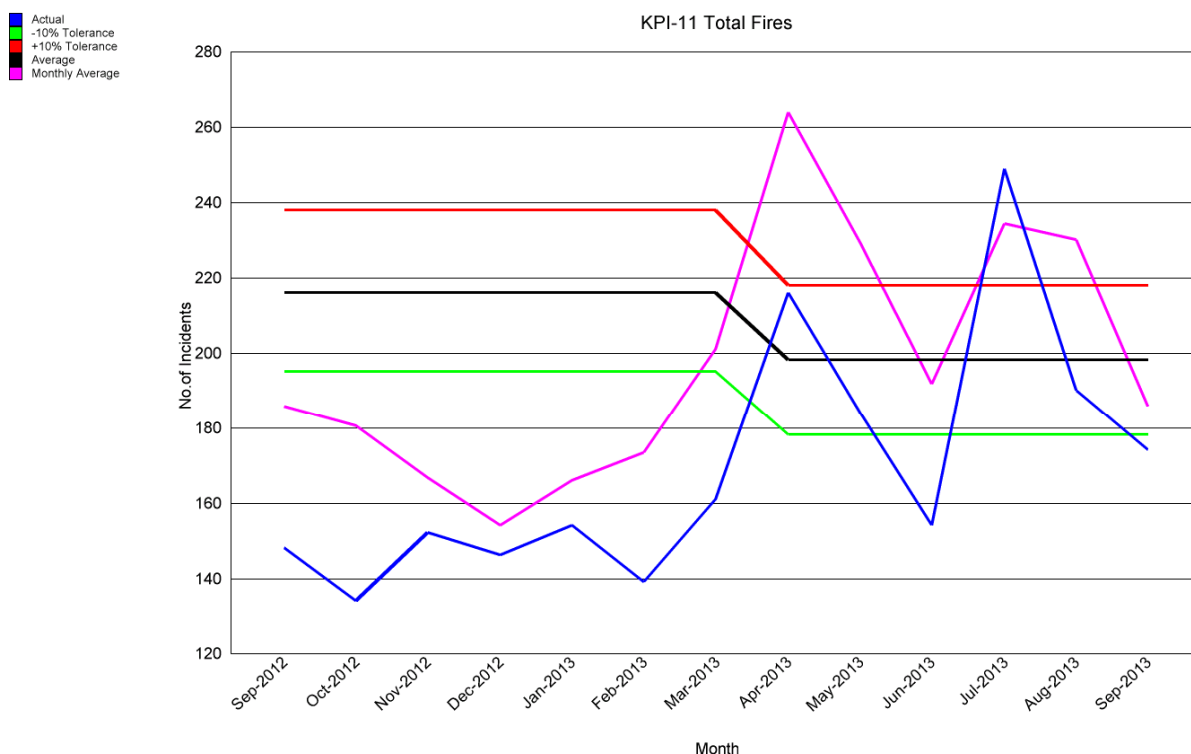
Total Incidents	Quarters 1-2 2012-13	Quarters 1-2 2013-14	Percentage change
All Fires	884	1167	32.0%
Special Services	895	643	-28.2%
False Alarms	1675	1643	-2.0%
Total Incidents	3454	3453	-0.1%

(Table 1 – Total Incidents Quarters 1-2 2012-13 and Quarters 1-2 2013-14)

- An increase in the total number of fires attended in Quarters 1 and 2 2013-14 compared with the previous year.
- A decrease in Special Services calls mainly due to a reduction in flooding incidents when compared with the same period last year and is the lowest total attended in Quarters 1 and 2 for the last seven years.

- A slight reduction in the number of false alarm calls compared with the position at end of Quarters 1 and 2 last year and is the lowest total attended in the last seven years.

1.2. Total Number of Fires



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

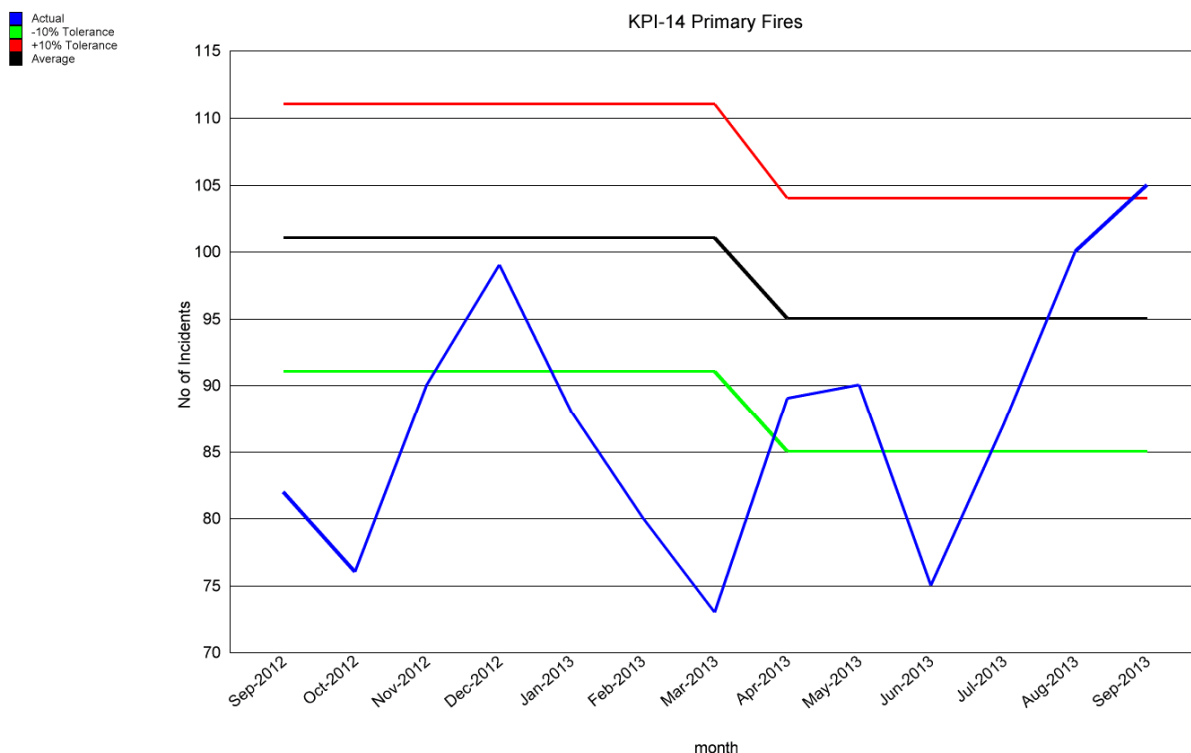
Summary Increases in secondary fires and chimney fires attended in Quarters 1 and 2 2013-14 compared with the first six months of the previous financial year has led to an overall increase in the total number of fires attended.

Total Fires	Quarters 1-2 2012-13	Quarters 1-2 2013-14	Percentage change
Primary Fires	477	546	14.5%
Secondary Fires	356	558	56.7%
Chimney Fires	51	63	23.5%
Total Fires	884	1167	32.0%

(Table 2 –Total Fires Quarters 1-2 2012-13 and Quarters 1-2 2013-14)

- Primary fires have increased by 14.5% when compared with the same period last year (546 compared with 477) but are down 8.8% from last 5 years Quarter 1 and 2 average (599 incidents).
- Secondary fires have increased by 56% when compared with the same period last year (558 compared with 356) but are down 20.9% from last 5 years Quarter 1 and 2 average (705 incidents).
- Chimney fires have increased by 23.5% compared with Quarter 1 and 2 2012-13 (63 compared with 51) and also has increased by 27.5% on the average number of chimney fire incidents attended in the last 5 years (49 incidents).

1.3.Primary Fires



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

Summary Primary fires numbers in Quarters 1 and 2 2013-14 have increased when compared with the same quarters last year but are down on the Quarters 1 and 2 average for the last five previous years.

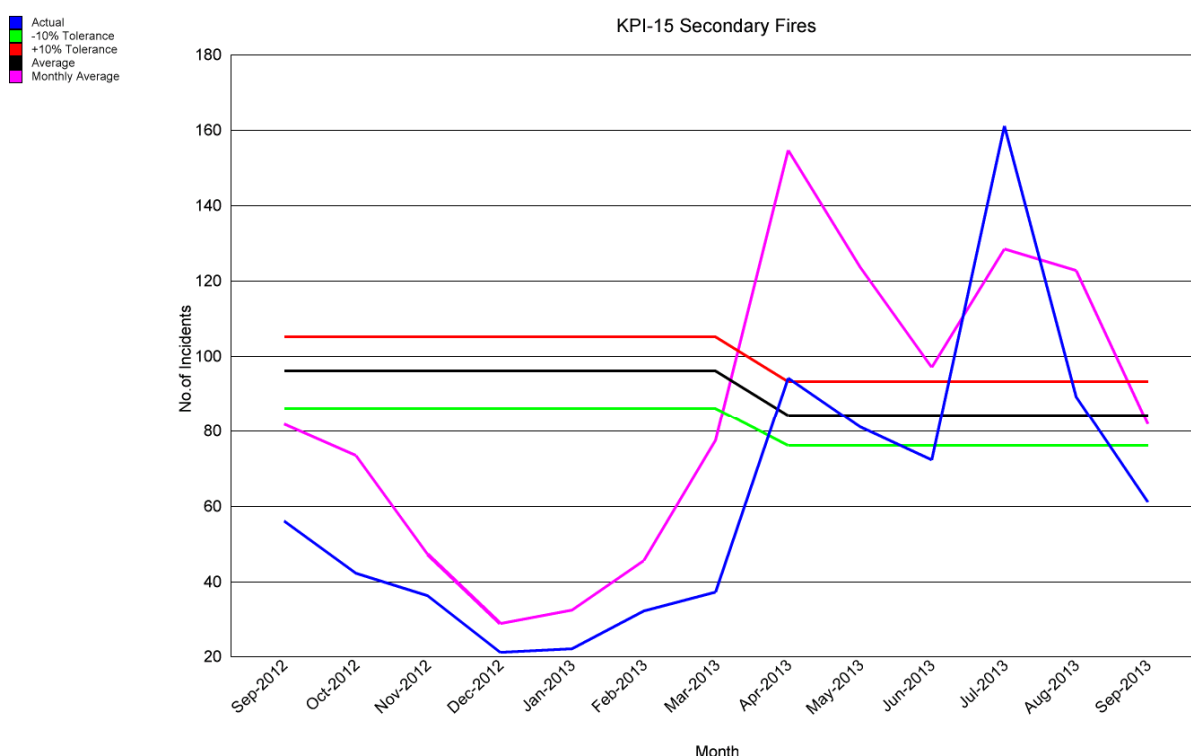
Primary Fires	Quarters 1-2 2012-13	Quarters 1-2 2013-14	Percentage change
Building Fires	304	309	1.6%
Vehicle & Transport Fires	137	162	18.2%
Outdoor Fires	36	75	108.3%
Total Fires	477	546	14.5%

(Table 3 – Primary Fires Quarters 1-2 2012-13 and Quarters 1-2 2013-14)

- Building Fires have increased by 1.6% compared with the previous year. Within the category of building fires, dwelling fires and other residential fires have reduced by 8.4% and 11.8% respectively, but non-residential building fires have increased by 20.4%.
- Car fires account for the largest proportion of Vehicle and Transport fires and they have reduced from 89 in Quarters 1 and 2 2012-13 to 85 in Quarters 1 and 2 2013-14.
- Although small in context, the number of outdoor fires has increased from 36 in Quarters 1 and 2 2012-13 to 75 in Quarters 1 and 2 2013-14. This is mainly due to the predominantly drier conditions in this last summer when compared to Quarters 1 and 2 2012-13, 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 quarters last year. There were 17 injuries from primary fires in Quarter 1 and Quarter 2 2013-14 compared with 20 in the same quarters last year. 5 of the 17 injuries were as a result of accidental dwelling fires. In 9 of the 17 injuries the casualties were overcome by smoke or had breathing difficulties, 7 had slight or severe burns and there was one casualty who experienced cuts or lacerations as a result of the fire.
- There were also three fatalities in Quarters 1 and 2 2013-14. One was an elderly man living in a bungalow in Evesham, another was a wheelchair bound man in Droitwich and the third was a patient in a care home in Hereford. This is compared with no fatalities in the same period last year.

1.4. Secondary Fires



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

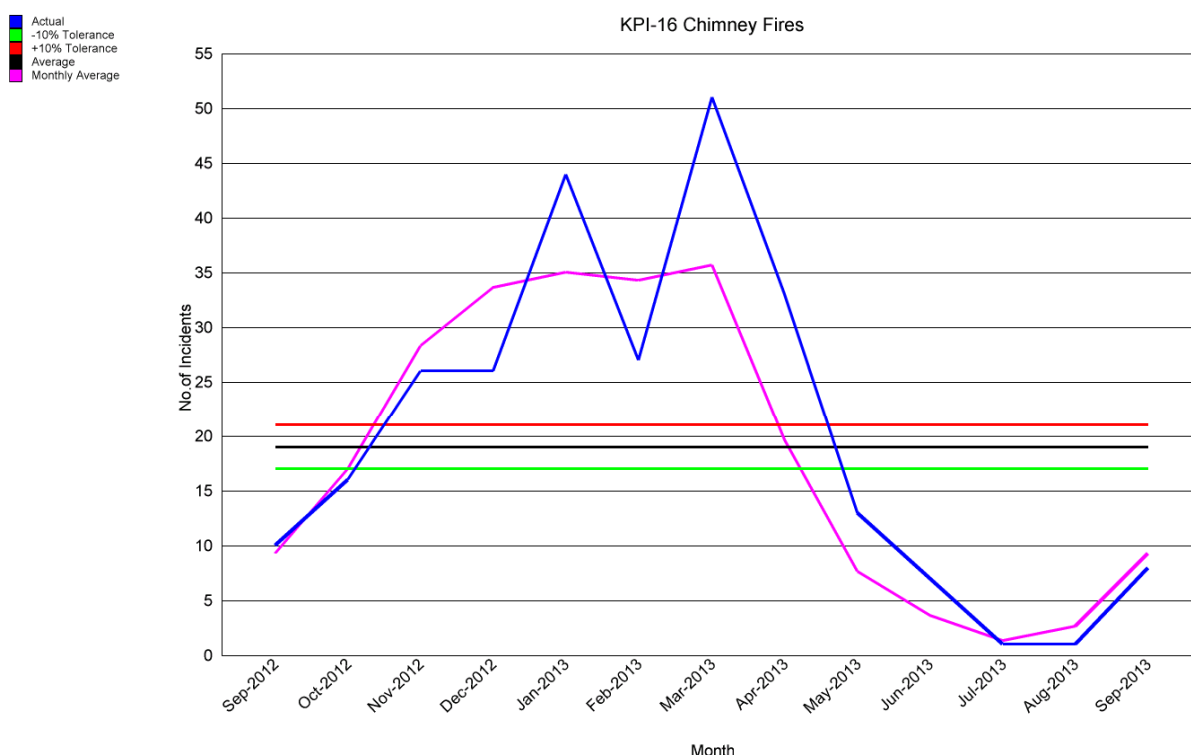
Summary Secondary fire numbers have increased in Quarters 1 and 2 2013-14 compared with the same Quarters last year due to the drier conditions in these quarters when compared with the predominantly wet weather conditions in Quarters 1 and 2 2012-13.

Secondary Fires	Quarters 1-2 2012-13	Quarters 1-2 2013-14	Percentage change
Grassland woodland and crops	103	244	136.9%
Other Outdoors (including land)	126	167	32.5%
Outdoor equipment & machinery	6	9	50.0%
Outdoor Structures	105	119	13.3%
Building & Transport	16	19	18.8%
Total Fires	356	558	56.7%

(Table 4 – Secondary Fires Quarters 1 and 2 2012-13 and 2013-14)

- The largest increases in secondary fires, comparing Quarters 1 and 2 2013-14 with Quarters 1 and 2 2012-13, are in fires located in grassland, woodland and crops. There were 244 grassland, woodland and crop fires in Quarters 1 and 2 2013-14 which represent 43.7% of all secondary fires compared with 103 grassland woodland and crop fires in Quarters 1 and 2 2012-13 (28.9% of all secondary fires).
- There has been a similar 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. This is due to the drier conditions experienced in this quarter compared with the same quarter last year.

1.5. Chimney Fires



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

Summary The total number of chimney fires has increased when compared with the Quarters 1 and 2 average for the last five previous years. This is thought to be attributed to the colder than usual start to the year.

Chimney Fires	Quarters 1-2 2012-13	Quarters 1-2 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	-66.75%
September	10	8	-20.0%
Total	51	63	23.5%

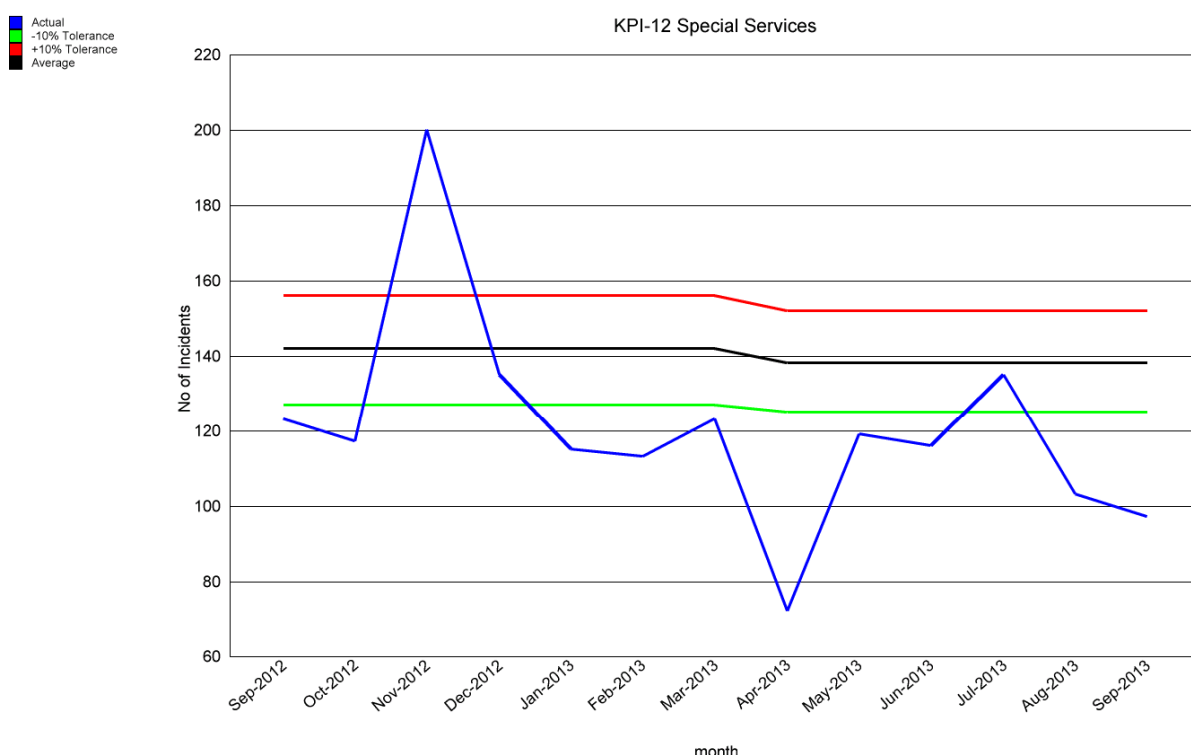
(Table 5 – Chimney Fires Quarters 1-2 2012-13 and Quarters 1-2 2013-14)

- Chimney fires have increased from the same period last year, with 23.5% more than in the same period last year; this is due to the cooler weather conditions experienced in the first two months of Quarter 1. The number of chimney fires attended in Quarter 2 2013-14 only has reduced when compared with the same quarter last year.
- Although there was a 23.5% increase in chimney fires when compared with the same quarters last year, these are still relatively low figures in terms of all incidents attended.

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



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

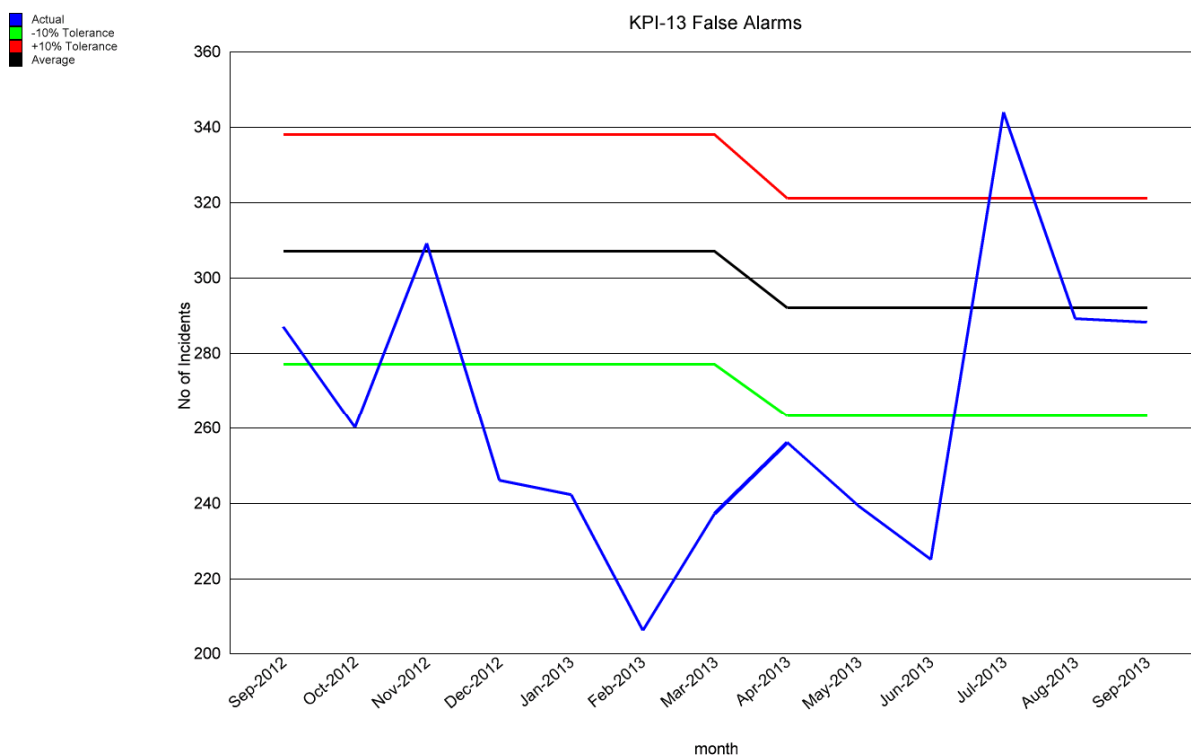
Summary Special Service incidents totals have declined when compared with the same quarters last year, and represents the lowest number of special service incidents attended in Quarter 1 and 2 for the seven years in which the current dataset has been collected.

All Special Services	Quarters 1-2 2012-13	Quarters 1-2 2013-14	Percentage change
RTC Incidents	296	246	-16.9%
Flooding	107	33	-69.2%
Animal Assistance	52	58	11.5%
Other Special Services	440	306	-30.5%
Total Incidents	895	643	-28.2%

(Table 6 – Special Services Quarters 1-2 2012-13 and Quarters 1-2 2013-14)

- The reduction in the number of incidents attended is mainly due to the reduction in flooding and other special service incidents which were related to the spate conditions.
- The number of RTC incidents has also reduced when compared with the same quarters last year. 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 incident but in April this was down to 26.4%.
- The largest sub category of Other Special Services was animal assistance incidents which in Quarters 1 and 2 2013-14 accounted for nearly 16% of all other special service incidents (58 incidents).

2.2.False Alarm Incidents



(Figure 7 – False Alarm Incidents per month Sep 2012 to Sep 2013)

Summary The total number of false alarms attended has decreased in Quarters 1 and 2 2013-14 compared with the same quarters in the previous year and is also the lowest number of false alarm incidents attended in Quarters 1 and 2 for the seven years in which the current dataset has been collected.

Total False Alarms	Quarters 1-2 2012-13	Quarters 1-2 2013-14	Percentage change
Malicious False Alarms	20	26	30.0%
False Alarm Good Intent	353	396	12.2%
Automatic False Alarms	1302	1221	-6.2%
Total False Alarms	1675	1643	-2.0%

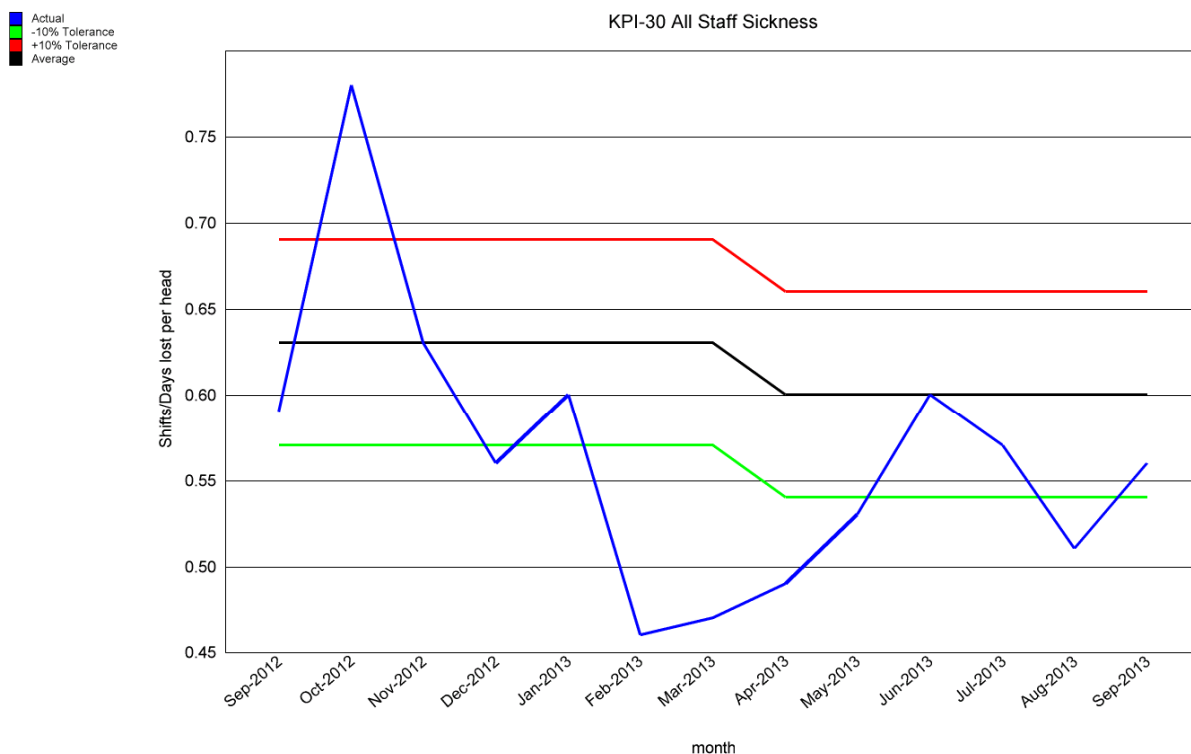
(Table 7 – False Alarms Quarters 1-2 2012-13 and Quarters 1-2 2013-14)

- There has been a slight increase in the number of malicious false alarms attended and a larger increase in the number of false alarm good intent when compared with the same quarters last year.
- This has been negated by the decrease in the number of automatic false alarms attended which represents the largest proportion of all false alarms.
- The increase in false alarm good intent 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 accidental set off and also due to a reduction in damaged false alarm systems.

3. Absence Management

Sickness levels have dropped significantly since October 2012 and at the end of the 2012-13 year, all three sickness performance indicators were within tolerance. This continues to be the case in Quarters 1 and 2 2013-14 but the monthly trend appears to be increasing and will require further monitoring in the coming months.

All Staff Sickness



(Figure 8 – All Staff Sickness Sept 2012 to Sept 2013)

Summary All Staff Sickness levels are within tolerance within Quarters 1 and 2 but the monthly trend appears to be increasing

	Short Term All Staff Sickness per head Quarters 1-2 2013-14 (shifts/days lost)	Long Term All Staff Sickness per head Quarters 1-2 2013-14 (shifts/days lost)	All Staff Sickness per head Quarters 1-2 2013-14 (shifts/days lost)
April 13	0.38 (174.04)	0.11 (48)	0.49 (222.04)
May 13	0.37 (168.06)	0.16 (72)	0.53 (240.06)
June 13	0.28 (126.22)	0.32 (145)	0.60 (271.22)
July 13	0.16 (71)	0.41 (182.27)	0.57 (253.27)
Aug 13	0.17 (76)	0.33 (146)	0.51 (222)
Sept 13	0.31 (133.5)	0.31 (136)	0.62 (269.5)
Total	1.68 (748.82)	1.63 (729.27)	3.31 (1478.09)

(Table 8 – All Staff Short & Long Term Sickness per month Quarters 1-2 2013-14)

- Long term staff sickness has risen as a proportion of all staff sickness since the start of the financial year. In April 2013 it represented 21% of all staff sickness and by July it accounted for 71% of all staff sickness. At the end of Quarter 2, long term staff sickness represented 49% of all staff sickness for the two quarters.
- The largest monthly total of all staff sickness for Quarters 1 and 2 2013-14 was in September 2013 where 0.62 days/shifts per head were lost to sickness absence.

Sickness Absence	Quarter 1-2 2012-13	Quarter 1-2 2013-14	Percentage change
Wholetime Staff Sickness	3.07 (1047.5)	3.06 (1023.5)	-2.3%
Non-Uniform Staff Sickness	5.35 (640.55)	4.06 (454.59)	-29.0%
All Staff Sickness	3.66 (1688.05)	3.31 (1478.09)	-12.4%

(Table 9 – All Staff Sickness Quarters 1-2 2012-13 and Quarters 1-2 2013-14)

- Comparing all staff sickness with the same period last year, there has been a decrease in Quarter 1 and 2 2013-14. This is mainly due to a year by year decrease in the non-uniform staff sickness of 29.0%. The main reason for this decrease is reductions in the amount of long term non-uniformed sickness taken.
- There were 1.97 days lost per person (220 days lost) to long term non-uniformed staff sickness in Quarters 1 and 2 2013-14 compared with 3.67 days lost person (439.65 days lost) to long term non-uniform staff sickness in Quarters 1 and 2 2012-13.
- A simple projection of the six month all staff sickness figure of 3.31 days/shifts lost to sickness would result in an annual 6.61 days/shifts 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 County

Council sickness absence figures of 7.7 for Worcestershire County Council for 2012-13 and 9.14 for Herefordshire for 2012-13. Similar annual projections would result in 6.12 shifts lost per person for wholetime staff and 8.12 days lost for non-uniform staff by the year end.

- Although Quarter 2 comparison figures with other local Fire Services are not available at the time of writing, the Service was performing favourably when compared with other local fire services in Quarter 1.

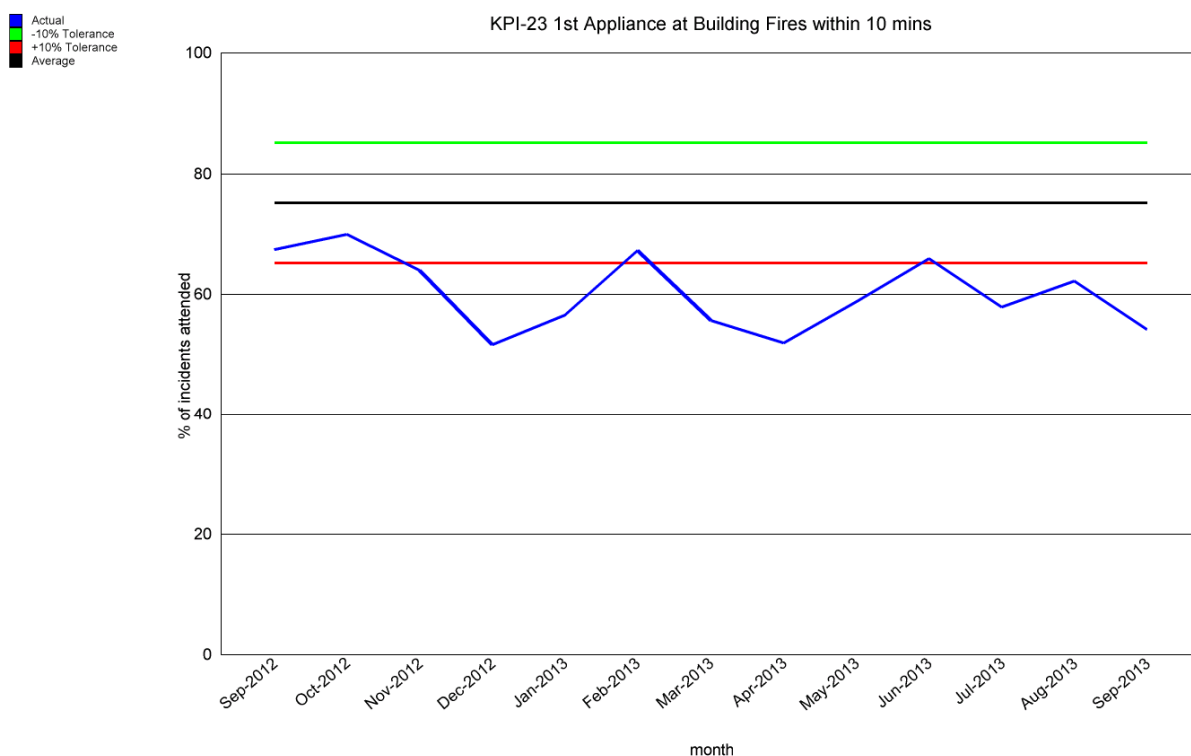
Quarter 1 2013-14 only	Wholetime Staff Sickness	Non-Uniformed Staff Sickness
Hereford & Worcester FRS	1.54	1.81
Gloucester FRS	2.19	6.13
Shropshire FRS	1.74	1.62
Staffordshire FRS	0.91	1.21
Warwickshire FRS	1.15	1.51

(Table 10 – Fire Services Sickness Quarter 1 2013-14 only)

4. Key Performance Indicators Out of Tolerance

At the end of Quarters 1 and 2 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 9 – Percentage of 1st Appliance at Building Fires within 10 minutes – Sep 2012 to Sep 2013)

Summary *The Service saw a reduction in the number of attendances at building fires that met the attendance standard compared with last year. Travel distance accounted for 50% of these failures. Of the remainder, 15% were attended in a time of between 10 and 11 minutes.*

1st Appliance attendance at Building Fires within 10 minutes	Quarter 1-2 2012-13	Quarter 1-2 2013-14
Building fires attended within 10 minutes	215	186
Total Number of Building fires attended	317	321
% attended within 10 minutes	67.8	57.9

(Table 11 – 1st Appliance attendance Quarters 1 -2 2012-13 and 2013-14)

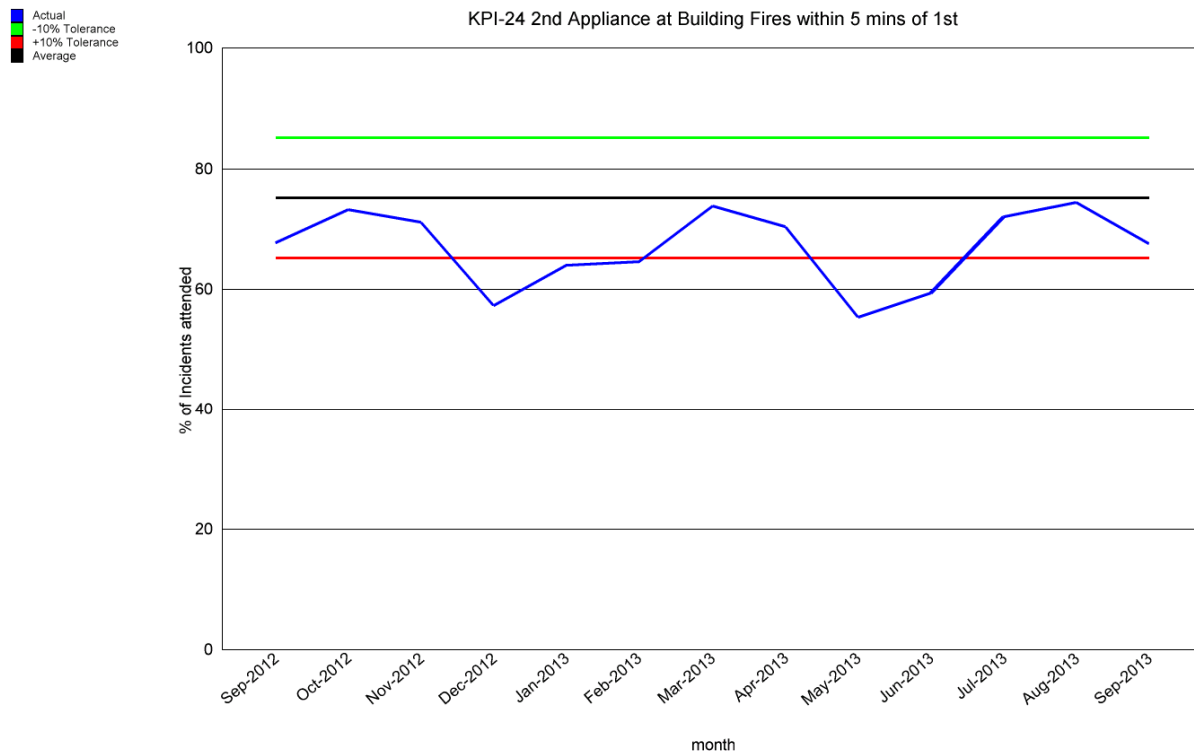
- Although there has been an improvements in the monthly figures in the percentage of building fires first attended within 10 minutes for June and August, overall there were less building fires attended within 10 minutes at the end of Quarter 1 and 2 2013-14 than at the end of Quarter and 2 2012-13.
- Further analysis has 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.
- Using the existing time of call as the starting point for the first attendance standard, the table below illustrates breakdown of reasons giving by the officer in charge at the incident for the 135 incidents where the standard was not met in Quarters 1 and 2 2013-14. Travel distance accounted for over 50% of the failures.

Travel distance to the incident	68	Training event delaying turn out i.e. drilling	2
Turn in time (Retained and Day Crew only)	27	Late Fire Call	2
Appliance not booked in attendance	11	Difficulty in locating incident address	1
Incident outside Station turnout area	5	Insufficient crew due to numbers of crew available	1
Mobilising Error	3	Known False Alarm	1
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	3	Mobilised from other location (not on home station)	1
Incorrect or insufficient information passed to control on initial call	2	Not on home station i.e. school visit, HFS check	1
Responding at normal road speed, i.e. AFA's	2	Simultaneous Incident	1
Traffic conditions causing delayed turn in time to Stations (Retained and Day Crewed only)	2	Weather conditions / Road conditions	1
		Total	135

(Table 12 – Fire in Buildings – 1st appliance standards not met Quarters 1 and 2 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; and
 - 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.

4.2.Attendance Standards – 2nd Appliance at Fires in Buildings



(Figure 10 –2nd Appliances at Building Fires within 5 minutes of the 1st – Sep 2012 to Sep 2013)

Summary The Service saw a reduction in the number of second pump attendances at building fires that met the attendance standard compared with last year. Turn in time for retained and day crewed staff accounted for 28% of these failures.

2nd Appliance attendance at Building Fires within 5 minutes of the 1 st Appliance	Quarters 1 and 2 2012-13	Quarters 1 and 2 2013-14
Building fires attended within 5 minutes of 1 st appliance	167	139
Total Number of Building fires attended by a 2 nd pump	228	209
% attended within 10 minutes	73.2%	66.5%

(Table 13 –2nd Appliance attendance Quarters 1-2 2012-13 and 2013-14)

- Although there has been an improvement in Quarter 2 2013 in the second appliance attending building fires within 5 minutes of the first, the percentage at the end of Quarter 2 has been adversely affected by performance in Quarter 1. 71% of building fires were attended by a second appliance in Quarter 2 compared with only 61% in Quarter 1.
- As the second appliance time is measured from the first appliance arrival at the scene and not the time of call this indicator has not been affected by the change of Command and Control system.
- The table below illustrates the breakdown of reasons giving by the officer in charge at the incident for the 70 incidents where the standard was not

met in Quarter 1 and 2 2013-14. Turn in time for retained and day crewed staff accounted for 37% of the failures.

Turn in time (Retained and Day Crew only)	26	2nd pump not required (supporting pumps not required)	1
Travel distance for second pump	18	Difficulty in locating incident address	1
Not Stated	6	Incorrect or insufficient info passed to control on initial call	1
Appliance not booked in attendance	4	Mobilising Error	1
Traffic conditions causing delayed turn in time to stations (Retained and Day crewed only)	4	Not on home station i.e. school visit, HFS check	1
AFA 1 pump only mobilised	3	Training event delaying turn out i.e. drilling	1
Incident outside station turnout area	3		
		Total	70

(Table 14 – 2nd Appliance at fires in Buildings –Standards not met Quarters 1 and 2 2013-14)

- As with the first appliance attendance standard, analysis of the feedback given by Crew and Watch Commanders following attendance at incidents has highlighted that there are incidents where attendance within 5 minutes of the first is out of the Fire Service's direct control. These have been included in the standard since it was introduced but as with the first appliance 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 was a decrease in availability of 0.7% of all Retained Appliances across the Service when compared with the situation at the end of the same period last year.

Retained Availability	Quarters 1-2 2012-13	Quarters 1-2 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%
Total	90.0%	89.3%	-0.7%

(Table 15 – Retained availability by month –Quarter 1-2 2012-13 & 2013-14)

- The highest monthly retained availability in Quarter 1 and 2 2013-14 was in September 2013 where appliances were available 91.0% 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 Quarters 1 and 2 2013-14 for all stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	10.4%
No BA wearers	15.3%
No Officer in Charge	6.1%
No driver	3.1%
Total impact on pump availability	10.7%

(Table 16 – Retained availability by factor – Quarters 1-2 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 BA wearers is the largest reason for unavailability.

Appliance/Station	Availability Q1-2 2012-13	Availability Q1-2 2013-14	Better/ Worse
213 Worcester	96.0%	99.1%	3.1%
221 Stourport	91.3%	89.1%	-2.2%
231 Bewdley	93.8%	94.3%	0.6%
241 Kidderminster	98.0%	99.5%	1.5%
251 Bromsgrove	78.1%	89.3%	11.2%
261 Droitwich	73.9%	79.7%	5.9%
271 Redditch	99.3%	99.5%	0.2%
273 Redditch	82.7%	69.9%	-12.8%
281 Evesham	68.0%	94.4%	26.4%
291 Pebworth	86.5%	84.3%	-2.3%
302 Broadway	84.7%	83.0%	-1.7%
311 Pershore	90.3%	92.6%	2.3%
322 Upton	88.6%	96.0%	7.4%
411 Malvern	99.9%	99.8%	-0.1%
421 Ledbury	86.1%	66.2%	-19.9%
422 Ledbury	99.7%	100.0%	0.1%
431 Fownhope	98.0%	97.6%	-0.4%
441 Ross on Wye	93.2%	84.6%	-8.6%
442 Ross on Wye	99.9%	100.0%	0.1%
452 Whitchurch	85.8%	72.3%	-13.5%
463 Hereford	78.6%	97.1%	18.6%
472 Ewyas Harold	90.2%	90.0%	-0.2%
481 Eardisley	99.6%	96.4%	-3.1%
492 Kington	88.8%	98.6%	8.8%
502 Leintwardine	89.6%	93.2%	3.6%
511 Kingsland	99.9%	100.0%	0.1%
521 Leominster	80.0%	75.1%	-4.8%
522 Leominster	99.8%	100.0%	0.1%
531 Tenbury	83.4%	48.7%	-34.7%
532 Tenbury	99.9%	99.5%	-0.4%
541 Bromyard	70.8%	67.5%	-3.3%
542 Bromyard	99.9%	99.0%	-1.8%
552 Peterchurch	94.4%	89.6%	-6.1%
Total	90.0%	89.3%	-0.7%

(Table 17 –% of Retained availability by Station, comparing Quarters 1-2 2013-14 with Quarters 1-2 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 48.7% of the time in Quarters 1 and 2 2013-14 and has reduced by 39.9% on Quarter 1 and 2 2012-13 availability. This reduction in availability was due to specific circumstances where six crew from Tenbury have resigned/retired in the last six months, and that coupled with the start of annual leave season in June has affected crewing. The Rescue pump at Tenbury (532) was still available 99.5% of the time in Quarters 1 and 2 2013-14.
 - Similarly Ledbury 421 which was available 66.2% of the time in Quarters 1 and 2 2013-14 and has reduced by 19.9% on Quarter 1 and 2 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 100% of the time in Quarters 1 and 2 2013-14.
 - Whitchurch 452 was available 72.3% in Quarters 1 and 2 2013-14 and had reduced by 13.5% compared with Quarters 1 and 2 2012-13 availability. This reduction in availability was mainly due to a lack of sufficient crew and the lack of suitably qualified BA wearers.
- Three appliances have shown significant improvement from Quarters 1 and 2 2012-13 to Quarters 1 and 2 2013-14:
 - Evesham 281 (up 26.4% on Quarters 1 and 2 2012-13 availability). The increase in availability was mainly due to increases in availability of suitably qualified BA wearers and LGV drivers.
 - Hereford 463 (up 18.6% on Quarters 1 and 2 2012-13 availability). The increase in availability was mainly due to increases in availability of suitably qualified BA wearers and LGV drivers. This pump had 100% availability of a suitably qualified BA wearer in Quarter 1 and 2 2013-14.
 - Bromsgrove 251 (up 111.2% on Quarters 1 and 2 2012-13 availability). The increase in availability was mainly due to increases in availability of suitably qualified BA wearers and LGV drivers .
- Ross 442, Kingsland 511 and Leominster 522 all had 100% retained availability throughout Quarters 1 and 2 2013-14.