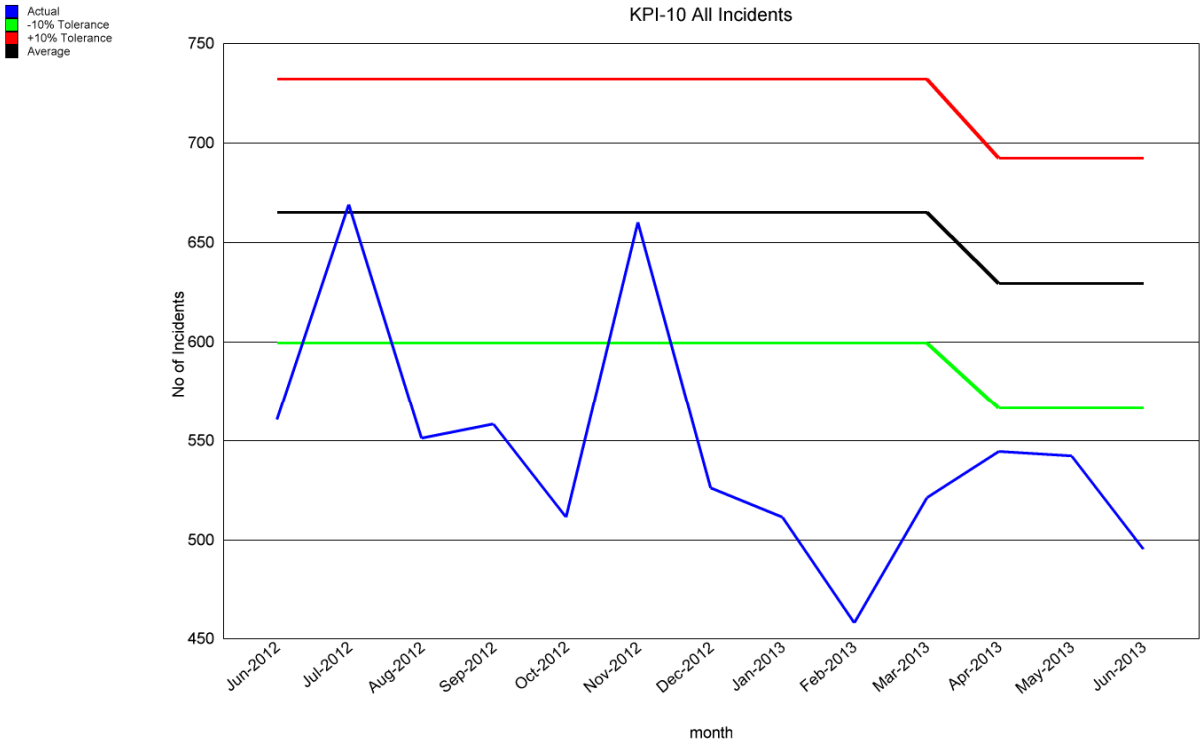
Fire and Rescue Authority Plan 2013-14
Quarter 1 2013-14 Performance

1. Operational Activity – Total and Fire Incidents

1.1. Total Incidents Attended



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

Summary *Total incident levels for Quarter 1 2013-14 show a decrease in operational activity compared with the previous year and is also the lowest Quarter 1 incident total since the current dataset has been collected for the last seven years. One incident is still ongoing at the time of writing and is not included in these totals.*

Total Incidents	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
All Fires	479	553	15.4%
Special Services	434	307	-29.3%
False Alarms	763	720	-5.6%
Total Incidents	**1676**	**1580**	**-5.7%**

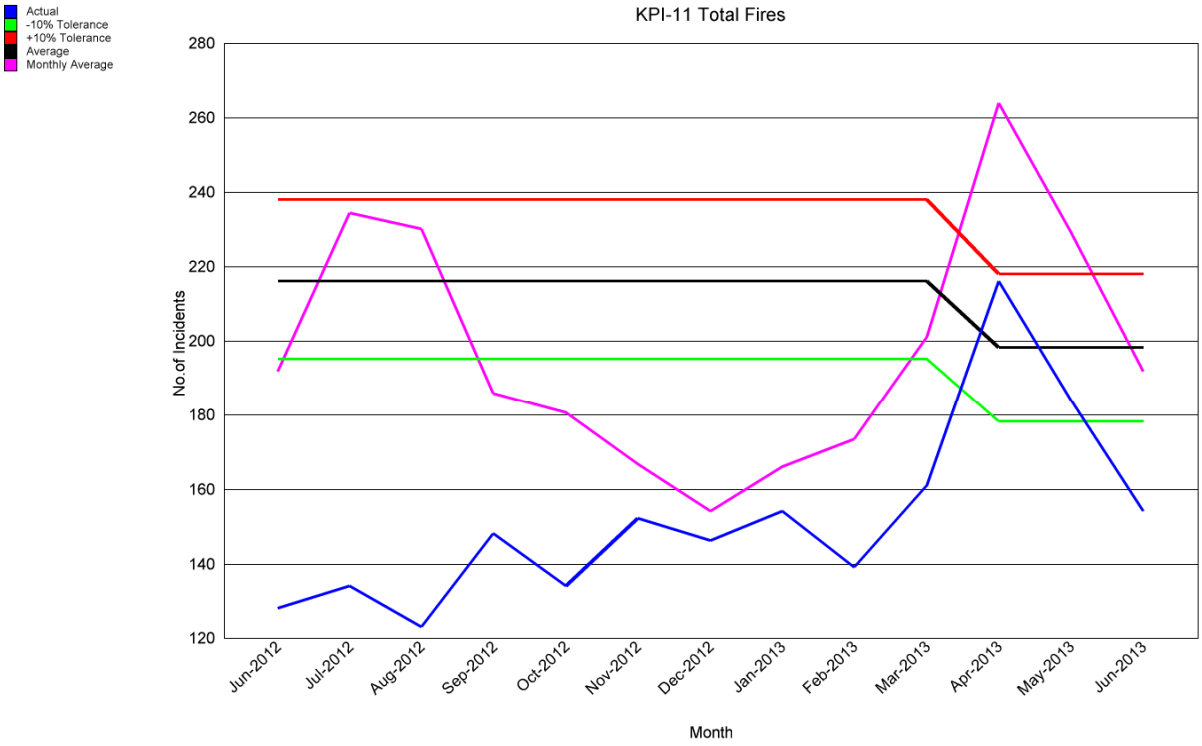
(Table 1 –Total Incidents Quarter 1 2011-12 and Quarter 1 2012-13)

- An increase in the total number of fires attended in Quarter 1 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 Quarter 1 for the last seven years.

- A slight reduction in the number of false alarm calls compared with the position at end of Quarter 1 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 June 2012 to June 2013)

Summary *Increases in secondary fires and chimney fires attended in Quarter 1 2013-14 compared with the same quarter in the previous year has led to an overall increase in the total number of fires attended.*

Total Fires	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
Primary Fires	249	253	2.0%
Secondary Fires	194	247	27.3%
Chimney Fires	36	53	47.2%
Total Fires	**479**	**553**	**15.4%**

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

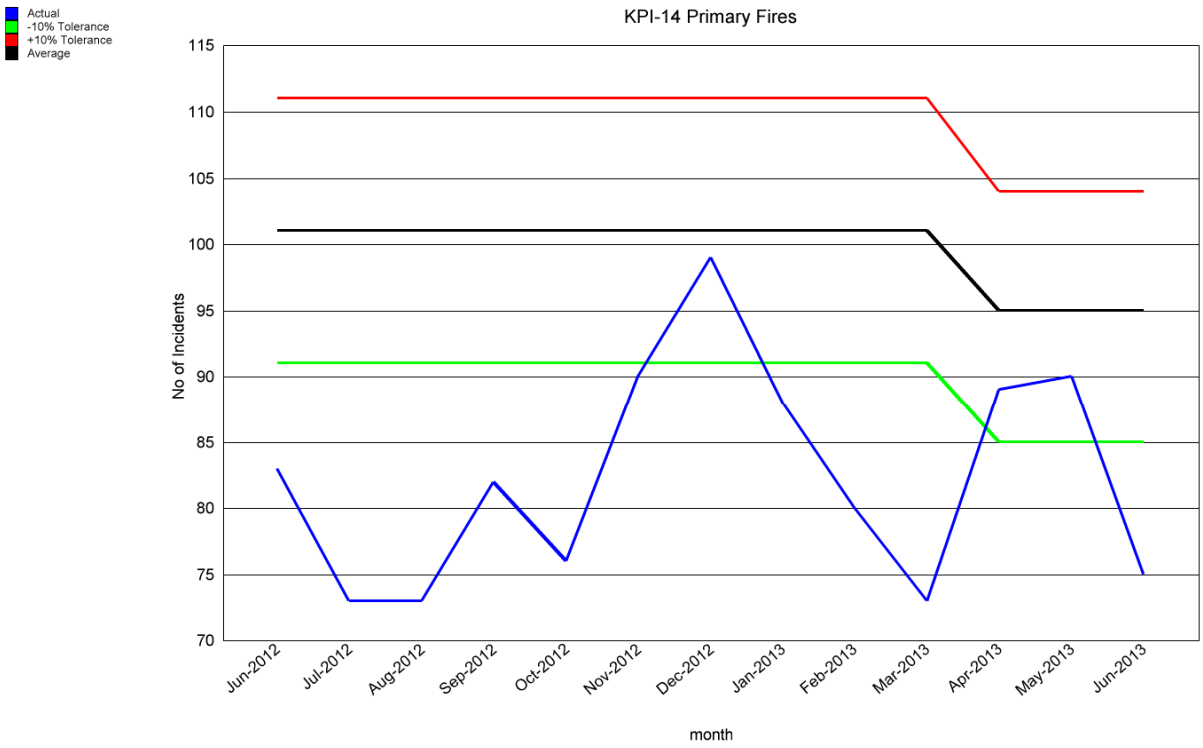
- Primary fires have increased by 2% when compared with the same quarter last year (253 compared with 249) but are down 12.4% from last 5 years Quarter 1 average (290 incidents). The primary fires total does not include the on-going Lawrence recycling incident.

- Secondary fires have increased by 27% when compared with the same quarter last year (247 compared with 194) but are down 34.6% from last 5 years Quarter 1 average (377 incidents).

- Chimney fires have increased by 47.2% compared with Quarter 1 2012-13 (53 compared with 36) and also has increased by 42.5% on the

average number of chimney fire incidents attended in the last 5 years (37 incidents).

1.3.Primary Fires



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

Summary *Primary fires numbers in Quarter 1 2013-14 have increased when compared with the same quarter last year but are down on the Quarter 1 average for the last five previous years. These figures do not include the Lawrence recycling incident.*

Primary Fires	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
Building Fires	165	151	-7.9%
Vehicle & Transport Fires	71	73	2.8%
Outdoor Fires	13	29	123.1%
Total Fires	**249**	**253**	**-2.0%**

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

- Building Fires have reduced by 7.9% compared with the previous year. Within the category of building fires, dwelling fires and other residential fires have reduced by 20.0% and 25.0% respectively, but non-residential building fires have increased by 15.5%.

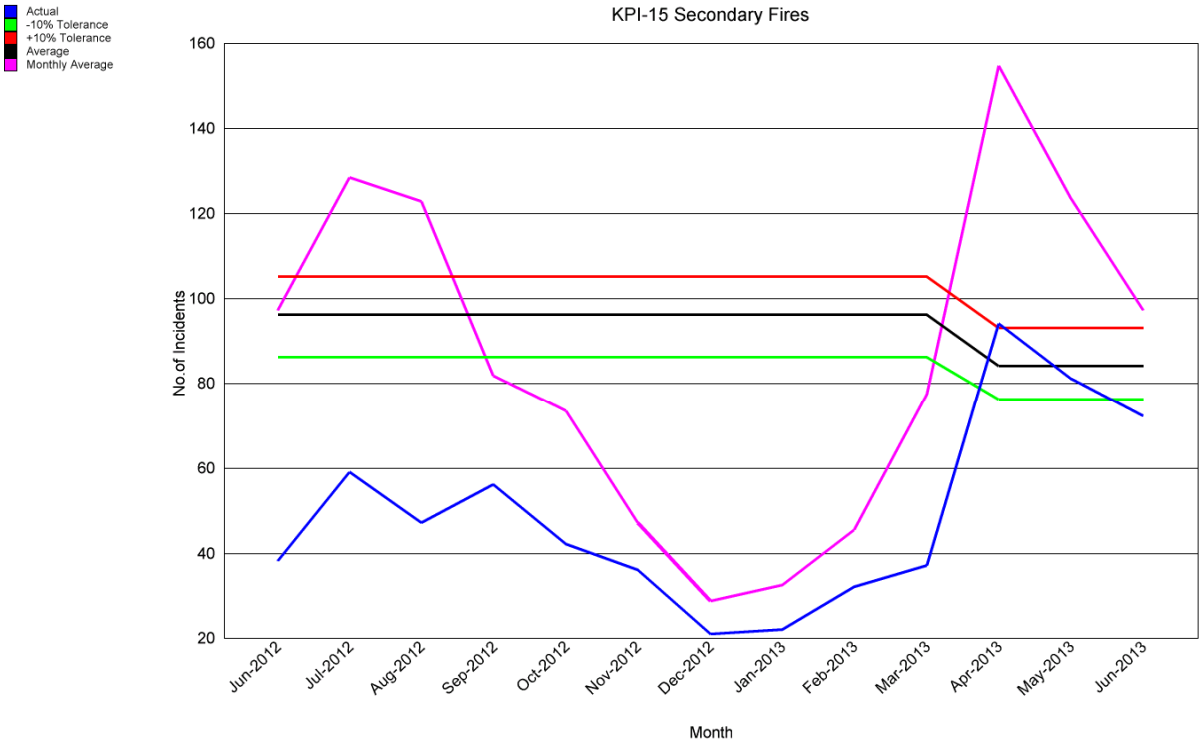
- Car fires account for the largest proportion of Vehicle and Transport fires and they have reduced from 54 in Quarter 1 2012-13 to 42 in Quarter 1 2013-14.

- Although small in context, the number of outdoor fires has increased from 13 in Quarter 1 2012-13 to 29 in Quarter 1 2012-13. This is mainly due to the predominantly drier conditions in this last quarter when

compared to Quarter 1 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 quarter last year. There were 5 injuries from primary fires in Quarter 1 2013-14 compared with 13 in the same quarter last year. There were no injuries as a result of accidental dwelling fires reported in May or June 2013.

1.4. Secondary Fires



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

Summary *Secondary fire numbers have increased in Quarter 1 2013-14 compared with the same Quarter last year due to the drier conditions in this Quarter when compared with the predominantly wet weather conditions in Quarter 1 2012-13.*

Secondary Fires	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
Grassland woodland and crops	69	107	55.1%
Other Outdoors (including land)	60	78	30.0%
Outdoor equipment & machinery	4	2	-50.0%
Outdoor Structures	52	53	1.9%
Building & Transport	9	7	-22.2%
Total Fires	**194**	**247**	**27.3%**

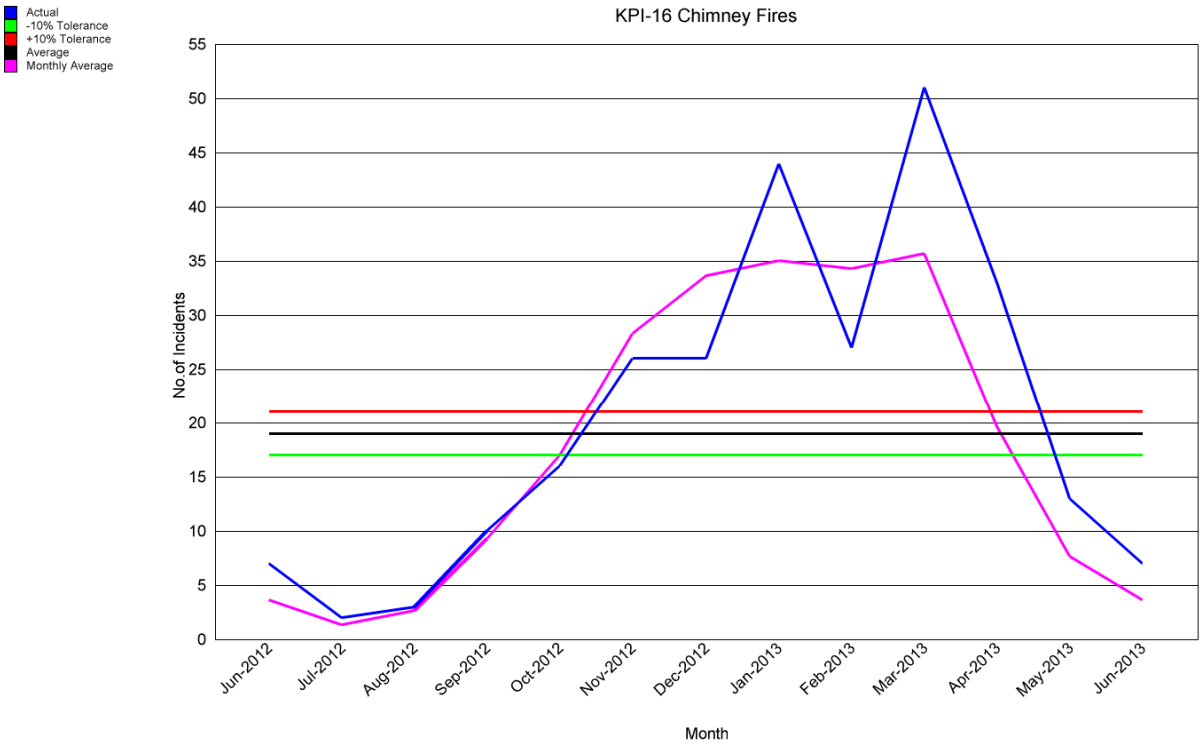
(Table 4 – Secondary Fires Quarter 1 2012-13 and 2013-14)

- The largest increases in secondary fires, comparing Quarter 1 2013-14 with Quarter 1 2012-13, are in fires located in grassland, woodland and crops. There were 107 grassland, woodland and crop fires in Quarter 1 2013-14 which represent 43.3% of all secondary fires compared with 69

grassland woodland and crop fires in Quarter 1 2012-13 (35.5% 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 June 2012 to June 2013)

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

Chimney Fires	Quarter 1 2012-13	Quarter 1 2013-14	Percentage Change
April	21	33	57.1%
May	8	13	62.5%
June	7	7	0%
Total	**36**	**53**	**28.2%**

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

- Chimney fires have increased from the same period last year, with 28.2% more than in the same period last year; this is due to the cooler weather conditions experienced in the first two months of the quarter.

- Although there was a 47% increase in chimney fires when compared with the same quarter last year, these are still relatively low figures in terms of all incidents attended.

District	Quarter 1 2012-13	Quarter 1 2013-14	Percentage Change
North	11	8	-27.2%
South	7	16	128.5%
West	18	29	61.1%
Total	**36**	**53**	**47.2%**

(Table 6 – Chimney Fires by District Quarter 1 2012-13 and Quarter 1 2013-14)

- Although the majority of chimney fires are as expected in rural West District, the largest year on year percentage increase has occurred in South District. There were 5 chimney fires in the Upton Station area in Quarter 1 2013-14 compared with only one incident in Upton in Quarter 1 2012-13 and 4 chimney fires in Evesham in Quarter 1 2013-14 compared with none in Evesham in Quarter 1 2012-13.

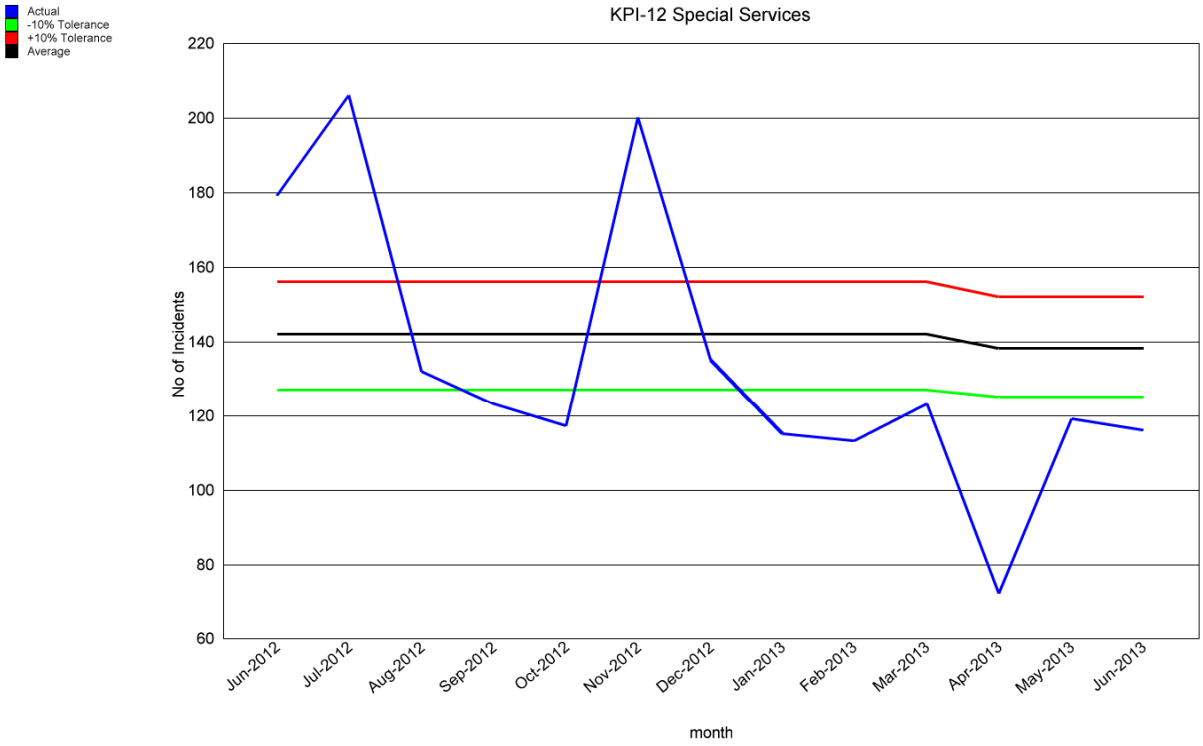
- The number of chimney fire incidents in North district has actually decreased when compared with the same quarter last year. This highlights the arbitrary locational nature where the chimney fires are occurring.

- In addition to these totals, there are a small number of primary fires which start in the chimney but spread to the other parts of the house. These form only a small proportion of total fires and the Service attended only 2 primary fires which started in the chimney in Quarter 1 2013-14 compared with 3 primary fires in Quarter 1 2012-13. Generally fires which start in the chimney are contained to the chimney.

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 June 2012 to June 2013)

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

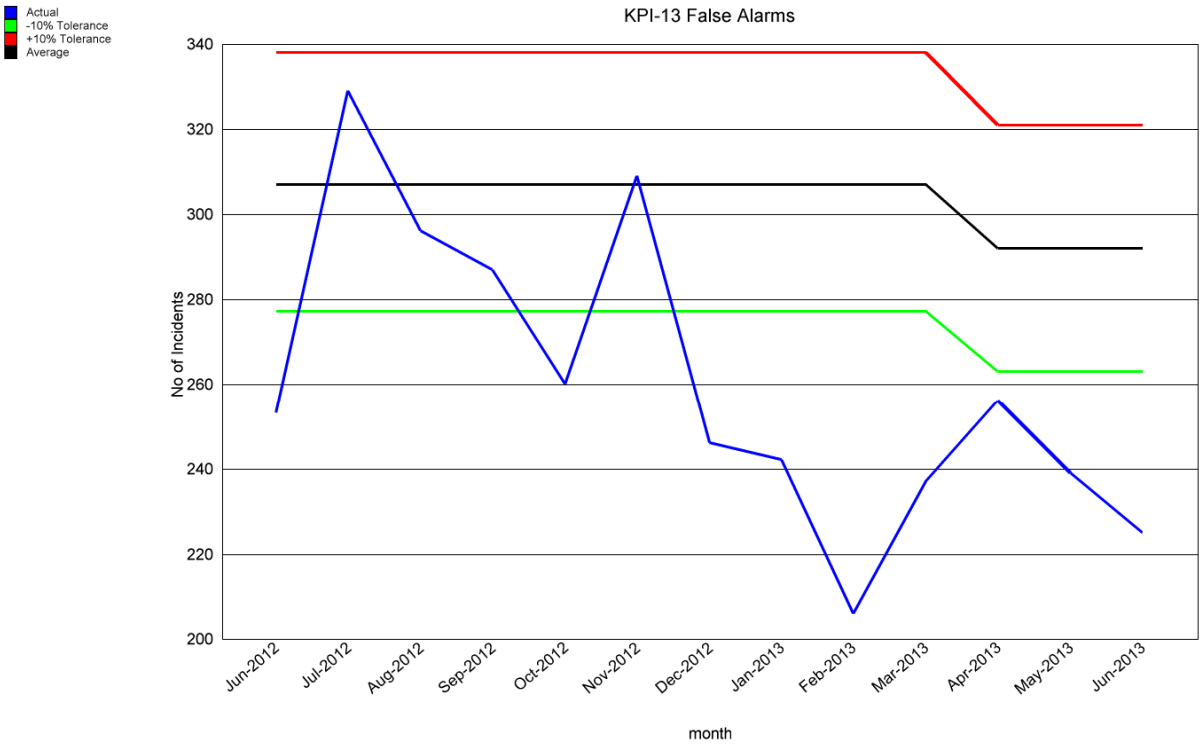
All Special Services	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
RTC Incidents	149	106	-28.9%
Flooding	46	11	-76.1%
Animal Assistance	21	34	61.9%
Other Special Services	218	156	-28.4%
Total Incidents	**434**	**307**	**-29.3%**

(Table 7 – Special Services Quarter 1 2012-13 and Quarter 1 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 (road traffic collision) incidents has also reduced when compared with the same quarter 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 Quarter 1 2013-14 accounted for nearly 18% of all other special service incidents (34 incidents).

2.2.False Alarm Incidents



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

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

Total False Alarms	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
Malicious False Alarms	12	13	8.3%
False Alarm Good Intent	151	196	29.8%
Automatic False Alarms	600	511	-14.8%
Total False Alarms	**763**	**720**	**-9.3%**

(Table 8 – False Alarms Quarter 1 2012-13 and 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 quarter last year.

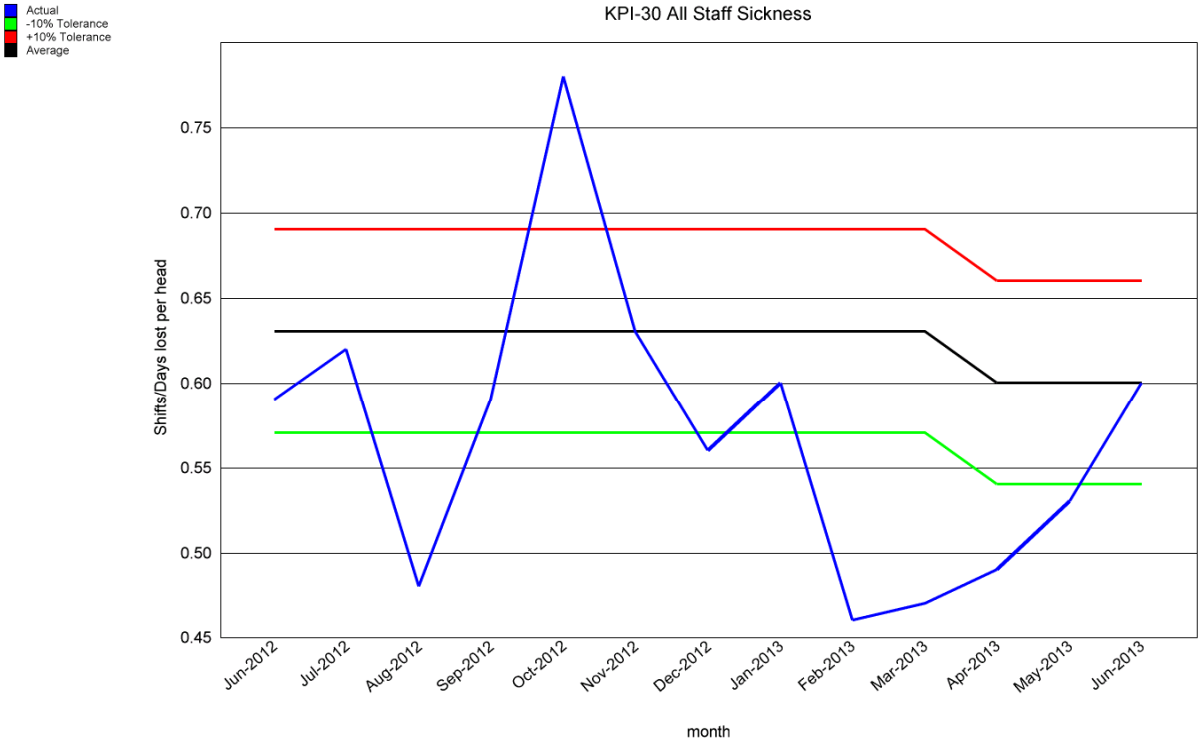
- This has been negated by the decrease in the number of automatic false alarms attended which represents the largest proportion of all false alarms.

- 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 alarms 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 Quarter 1 2013-14 but the monthly trend appears to be increasing and will require further monitoring in the coming months.

3.1.All Staff Sickness



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

Summary *All Staff Sickness levels are within tolerance within Quarter 1 but the monthly trend appears to be increasing due to increases in the levels of long term sickness taken in May and June.*

	Short Term All Staff Sickness per head Quarter 1 2013-14 *(shifts/days lost)*	**Long Term All Staff Sickness per head Quarter 1 2013-14 *(shifts/days lost)***	**All Staff Sickness per head Quarter 1 2013-14 *(shifts/days lost)***
April 2013	0.38 *(174.04)*	0.11 *(48)*	0.49 *(222.04)*
May 2013	0.37 *(168.06)*	0.16 *(72)*	0.53 *(240.06)*
June 2013	0.28 *(126.22)*	0.32 *(145)*	0.60 *(271.22)*
Total	**1.03 *(468.32)***	**0.58 *(265)***	**1.62 *(733.32)***

(Table 9 – All Staff Short & Long Term Sickness per month Quarter 1 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 June it accounted for 53% of all staff sickness.

- The largest monthly total of all staff sickness for Quarter 1 2013-14 was in June 2013 where 0.60 days/shifts per head were lost to sickness absence. This was due to the increase in long term sickness as the level of short term sickness in June 2013 was the lowest monthly figure in Quarter 1.

Sickness Absence	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
Wholetime Staff Sickness	1.69 *(578.5)*	1.55 *(523.5)*	-8.3%
Non-Uniform Staff Sickness	3.00 *(360.82)*	1.81 *(209.82)*	-39.7%
All Staff Sickness	**2.03 *(939.32)***	**1.62 *(733.32)***	**-20.2%**

(Table 10 – All Staff Sickness Quarter 1 2012-13 and Quarter 1 2013-14)

- All staff sickness has decreased in Quarter 1 2013-14 when compared with Quarter 1 2012-13. This is mainly due to a year by year decrease in the non-uniform staff sickness of 39.7% which is due to a significant decrease in the amount of long term non-uniformed sickness when comparing this quarter with the same quarter last year.

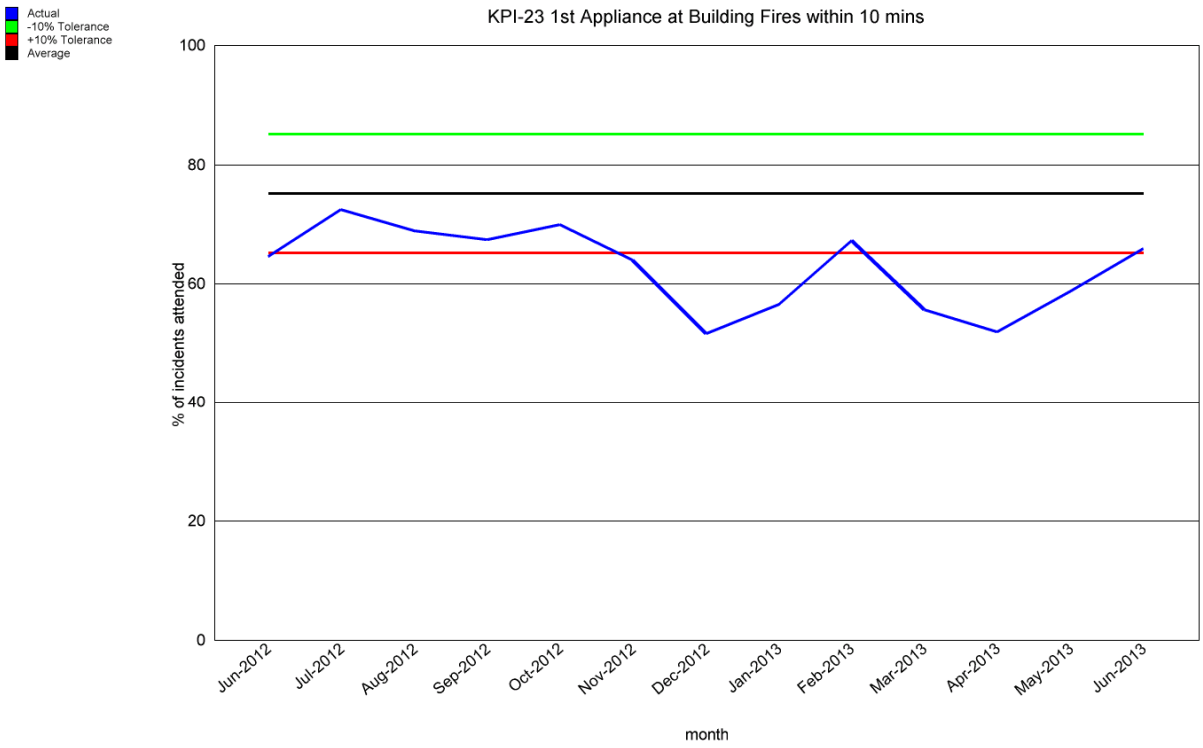
- There were only 40 days lost to long term non-uniformed staff sickness in Quarter 1 2013-14 compared with 242.15 days lost to long term non-uniform staff sickness in Quarter 1 2012-13.

- A simple arithmetical projection of the quarterly all staff sickness figure of 1.62 days/shifts lost to sickness would result in an annual 6.48 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.

4. Key Performance Indicators Out of Tolerance

At the end of Quarter 1 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 current IRMP.

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



(Figure 9 – Percentage of 1st Appliance at Building Fires within 10 minutes – June 2012 to June 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 49% of these failures. Of the remainder, 12% were attended in a time of between 10 and 11 minutes.*

1st Appliance attendance at Building Fires within 10 minutes	Quarter 1 2012-13	Quarter 1 2013-14
Building fires attended within 10 minutes	115	90
Total Number of Building fires attended	173	155
% attended within 10 minutes	**66.5**	**58.1**

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

- Although there has been an improvement in June 2013 in the percentage of building fires first attended within 10 minutes, the quarterly figure represents a reduction in the percentage of fires attended within 10 minutes when compared with the same quarter last year.

- The Service maintains operational cover even when resources are stretched such as when large and long incidents are attended. Two examples of this were the recent incidents at Simms and Lawrence Recycling. Further analysis of the incidents that did not make the first appliance at building fires standard indicate that only 20% or 13 out of the 65 incidents where the Service attended in more than 10 minutes were where an appliance attended from another station area to the station ground of the incident.

- The introduction of the new Fire control system has enabled control room staff to identify the location of the nearest appropriate fire appliance or Officer to the incident which is sometimes not the actual station ground appliance for that incident.

- The majority of the 65 incidents which did not meet the standard were in the South District area. 48% occurred in the South District area, 28% in West District area and 25% within North District. The table below shows the overall percentage of incidents that met the standard occurring in each District area.

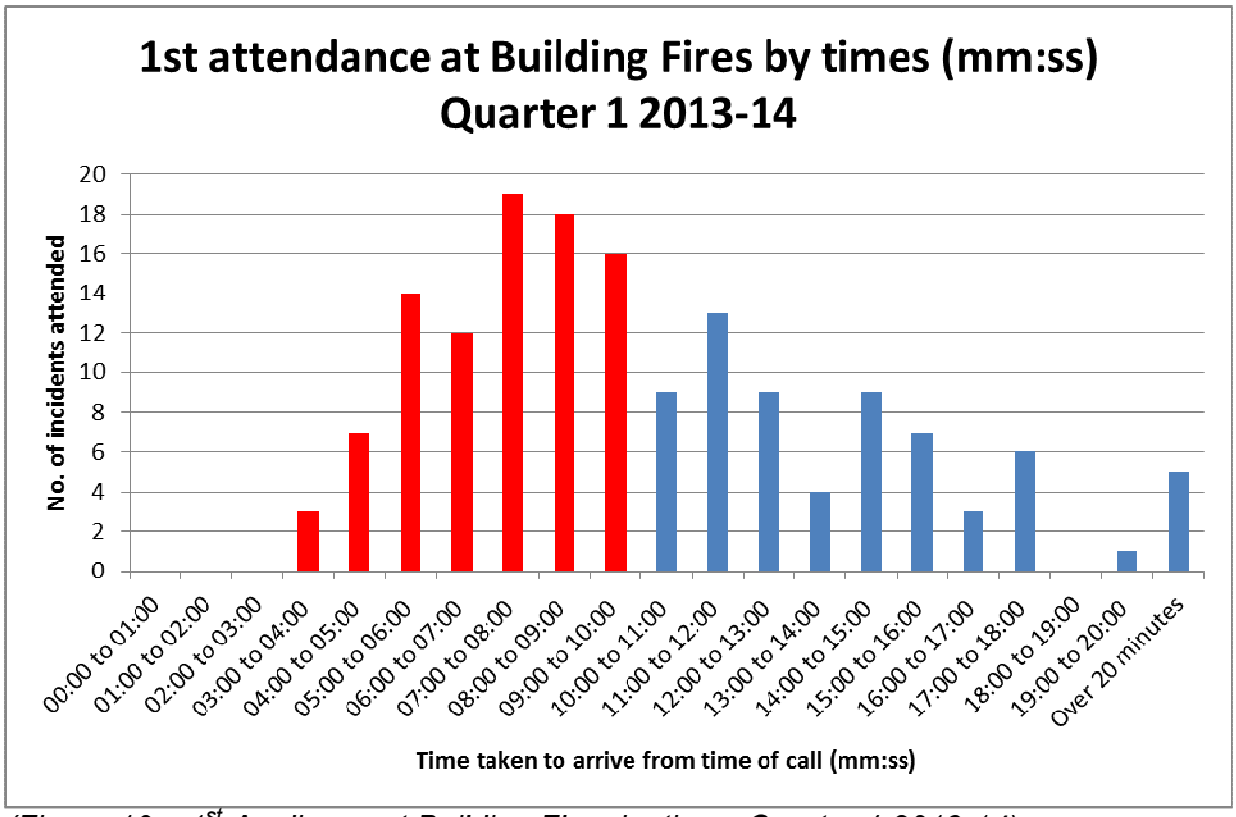
1st Appliance attendance within 10 minutes Quarter 1 2013-14	**Attended within 10 minutes**	**All Building Fires attended**	**Percentage**
North District	34	50	68.0%
South District	40	71	56.3%
West District	16	34	47.1%
Total	**90**	**155**	**58.1%**

(Table 12 –1st Appliance attendance by District Quarter 1 2013-14)

- West District's performance is lower due to the number of retained stations. Out of the total 65 incidents that did not meet the standard, 18 were first attended by a Retained appliance, 34 first attended by a Wholetime appliance and 12 first attended by a Day crewed appliance. One incident was first attended by an appliance from another Service.

- The graph overleaf illustrates the time taken to attend building fires in Quarter 1 2013-14 by minutes.

- 8 of 65 fires that were not attended within 10 minutes were attended within 11 minutes. The graph overleaf also includes late fire calls which have always been included within the standard since it was introduced. These incidents are typically where a pump attends after an officer has first attended or a pump has attended for inspection purposes only. The average time taken to attend building fire incidents excluding late fire calls in Quarter 1 2013-14 was 10 minutes 10 seconds.



(Figure 10 – 1st Appliance at Building Fires by times Quarter 1 2013-14)

- Travel distance would be a larger factor in retained station grounds which are generally more rural than the Wholetime or Day Crewed station grounds. The average time taken to attend building fires incidents in Retained station ground areas was 11 minutes, 45 seconds compared with 10 minutes, 20 seconds for Day crewed station grounds and 9 minutes, 36 seconds for Wholetime station grounds. 32 of the 155 building fires were located in Retained station grounds compared with 97 in Wholetime and 26 in Day crewed station areas.

- The highest average time to attend building fires was in the Ledbury station ground with an average of 20 minutes and 37 seconds to attend and the lowest was in the Bromyard station ground with an average of 7 minutes and 45 seconds. Rural locations do not necessarily lead to greater attendance times as some rural buildings may be easier to get to than some urban locations.

- The table below illustrates the breakdown of reasons giving by the officer in charge at the incident for the 65 incidents where the standard was not met in Quarter 1 2013-14. Travel distance accounted for over 50% of the failures.

Travel distance to the incident	32	Simultaneous Incident	1
Turn in time (Retained and Day Crew only)	12	Incorrect or insufficient information passed to control on initial call	1
Appliance not booked in attendance	5	Training event delaying turn out i.e. drilling	1
Incident outside Station turnout area	3	Insufficient crew due to numbers of crew available	1
Late Fire Call	3	Responding at normal road speed, i.e. AFA's	1
Traffic conditions causing delayed turn in time to Stations (Retained and Day Crewed only)	2	Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	1
Difficulty in locating incident address	1	Mobilising Error	1
		Total	65

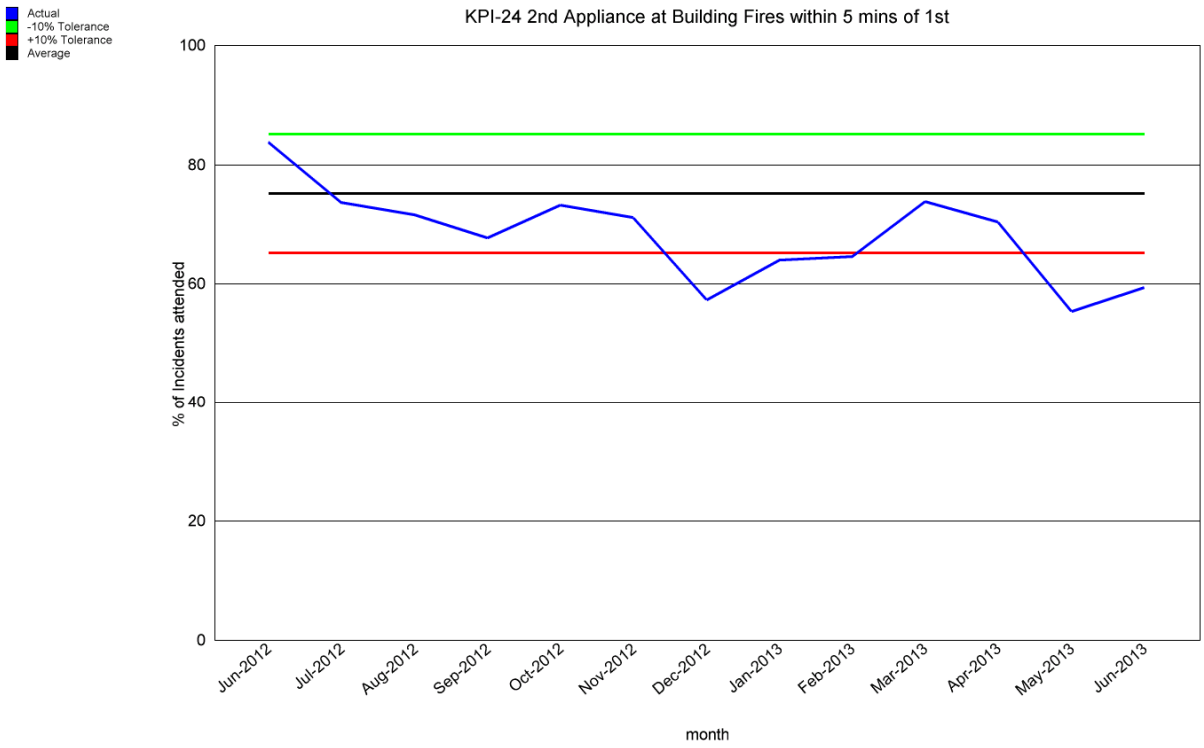
(Table 13 – Fire in Buildings –Standards not met Quarter 1 2013-14)

- Analysis of the feedback given by Crew and Watch Commanders following attendance at incidents has highlighted that there are 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 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 Retained Duty System (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 11 –2nd Appliances at Building Fires within 5 minutes of the 1st – June 2012 to June 2013)

Summary *The Service saw a reduction in the number of 2nd 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. Of the remainder, 23% were attended in a time of between 5 and 6 minutes of the 1st pump arrival.*

2nd Appliance attendance at Building Fires within 5 minutes of the 1st Appliance	Quarter 1 2012-13	Quarter 1 2013-14
Building fires attended within 5 minutes of 1st appliance	92	63
Total Number of Building fires attended by a 2nd pump	122	102
% attended within 10 minutes	**75.41**	**61.8%**

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

- Although there has been an improvement in June 2013 in the percentage of building fires first attended within 10 minutes, the quarterly figure represents a reduction in the percentage of fires attended within 5 minutes of the first Appliance when compared with the same quarter last year

- The table below illustrates the breakdown of reasons giving by the officer in charge at the incident for the 39 incidents where the standard was not met in Quarter 1 2013-14. Turn in time for retained and day crewed staff accounted for 28% of the failures

Turn in time (Retained and Day Crew only)	11	Training event delaying turn out i.e. drilling	2
Travel distance for second pump	10	Difficulty in locating incident address	1
AFA 1 pump only mobilised	5	Incident outside station turnout area	1
Appliance not booked in attendance	4	2nd pump not required (supporting pumps not required)	1
Traffic conditions causing delayed turn in time to stations (Retained and Day crewed only)	3	Not on home station i.e. school visit, HFS check	1
		Total	39

(Table 15 – 2nd Appliance at fires in Buildings –Standards not met Quarter 1 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 an increase in availability of 1.5% of all Retained Appliances across the Service when compared with the situation at the end of the same period last year.*

Retained Availability	Quarter 1 2012-13	Quarter 1 2013-14	Percentage change
April	88.6%	90.8%	2.2%
May	87.3%	89.4%	2.1%
June	87.2%	87.4%	0.2%
Total	**87.7%**	**89.2%**	**1.5%**

(Table 16 – Retained availability by month –Quarter 1 2012-13 & 2013-14)

- The highest monthly retained availability in Quarter 1 2013-14 in April 2013 where appliances were available 90.8% of the time and lowest monthly retained availability was in June 2013 where appliances were available 87.4% of the time. The main reason for appliances being off the run in April 2013 was the lack of sufficient crew.

Reasons for Appliances being off the run Quarter 1 2013-14 for all stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	10.2%
No BA wearers	7.5%
No Officer in Charge	6.0%
No driver	3.1%
Total impact on pump availability	**10.8%**

(Table 17 – Retained availability by factor – Quarter 1 2013-14)

- Overall availability is dependent on a number of factors and an Appliance can be unavailable due to a combination of factors. The lack of sufficient crew is the largest reason for unavailability.

Appliance/Station	Availability Q1 2012-13	Availability Q1 2013-14	Better/ Worse
213 Worcester	96.3%	98.7%	2.5%
221 Stourport	97.2%	82.8%	-14.4%
231 Bewdley	95.7%	97.7%	1.9%
241 Kidderminster	99.2%	99.1%	-0.1%
251 Bromsgrove	74.6%	87.9%	13.3%
261 Droitwich	79.6%	79.8%	0.2%
271 Redditch	99.9%	99.9%	0.0%
273 Redditch	88.4%	74.5%	-13.9%
281 Evesham	71.0%	91.6%	20.6%
291 Pebworth	88.9%	84.8%	-4.1%
302 Broadway	84.9%	87.2%	2.3%
311 Pershore	94.5%	92.5%	-2.0%
322 Upton	91.3%	95.9%	4.6%
411 Malvern	99.8%	99.8%	0.0%
421 Ledbury	83.6%	66.8%	-16.7%
422 Ledbury	99.7%	99.6%	-0.1%
431 Fownhope	97.5%	97.8%	0.3%
441 Ross on Wye	96.7%	86.8%	-9.9%
442 Ross on Wye	100.0%	100.0%	0.0%
452 Whitchurch	91.0%	75.0%	-16.0%
463 Hereford	68.5%	96.6%	28.1%
472 Ewyas Harold	99.2%	84.2%	-15.0%
481 Eardisley	99.9%	98.4%	-1.4%
492 Kington	83.3%	99.1%	15.8%
502 Leintwardine	86.1%	94.4%	8.3%
511 Kingsland	99.9%	100.0%	0.1%
521 Leominster	83.2%	74.8%	-8.3%
522 Leominster	99.8%	100.0%	0.2%
531 Tenbury	81.5%	41.6%	-39.9%
532 Tenbury	100.0%	99.3%	-0.7%
541 Bromyard	65.9%	70.0%	4.1%
542 Bromyard	100.0%	98.2%	-1.8%
552 Peterchurch	94.7%	88.6%	-6.1%
Total	87.7%	89.20%	1.5%

(Table 18 –% of Retained availability by Station, comparing Quarter 1 2013-14 with Quarter 1 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 41.6% of the time in Quarter 1 2013-14 and has reduced by 39.9% on Quarter 1 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 99.3% of the time in Quarter 1 2013-14.

    - Similarly Ledbury 421 which was available 66.8% of the time Quarter 1 2013-14 and has reduced by 16.7% on Quarter 1 2012-13 availability. This reduction in availability was mainly due to the lack of a sufficient crew and the lack of suitably qualified BA wearers. The Rescue pump at Ledbury (522) was still available 99.6% of the time in Quarter 1 2013-14.

    - Redditch 273 was available 74.1% in Quarter 1 2012-13 and had reduced by 14.1% compared with Quarter 1 2011-12 availability. This reduction in availability was mainly due to a lack of sufficient crew and the lack of suitably qualified BA wearers. The other pump in Redditch (271) was available 99.9% of the time

- Three appliances have shown significant improvement from Quarter 1 2012-13 to Quarter 1 2013-14:

    - Hereford 463 (up 28.1% on Quarter 1 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 2013-14.

    - Evesham 281 (up 20.6% on Quarter 1 2012-13 availability).The increase in availability was mainly due to increases in availability of suitably qualified BA wearers and Crew Managers.

    - Kington 492 (up 15.8% on Quarter 1 2012-13 availability). The increase in availability was mainly due to increases in availability of suitably qualified BA wearers and Crew Managers. This pump also had 100% availability of a qualified LGV driver in Quarter 1 2013-14.

- Ross 442, Kingsland 511 and Leominster 522 all had 100% retained availability throughout Quarter 1 2013-14.

6. Information Requests

6.1. Information Requests –Quarter 1 2013-14

Quarter 1 2013-14	FOIA Requests received and completed	DPA Requests received and completed	EIR Requests received and completed
April 2013	17	3	0
May 2013	14	0	0
June 2013	18	0	0
Total	**49**	**3**	**0**

(Table 19 – Information Requests Quarter 1 2013-14)

- The Service collects and maintains information and data to enable the organisation to undertake statutory duties.

- In Quarter 1, Freedom of Information Act (FOIA) subject request areas have included requests for Incidents Reports, enquires regarding Firefighter fitness testing, Fixed Telecommunications and Internet Services and the number of incidents involving wood burning stoves in Herefordshire over the last 2 years.

- The overall number of information requests received has increased from 42 in Quarter 1 2012-13 to 52 in Quarter 1 2013-14. FOIA requests have increased from 40 to 49 and (Data Protection Act) DPA requests have stayed the same at 3. There have been no Environmental Information Regulations (EIR) requests in Quarter 1 2013-14 which is the same as in the Quarter 1 period 2012-13.