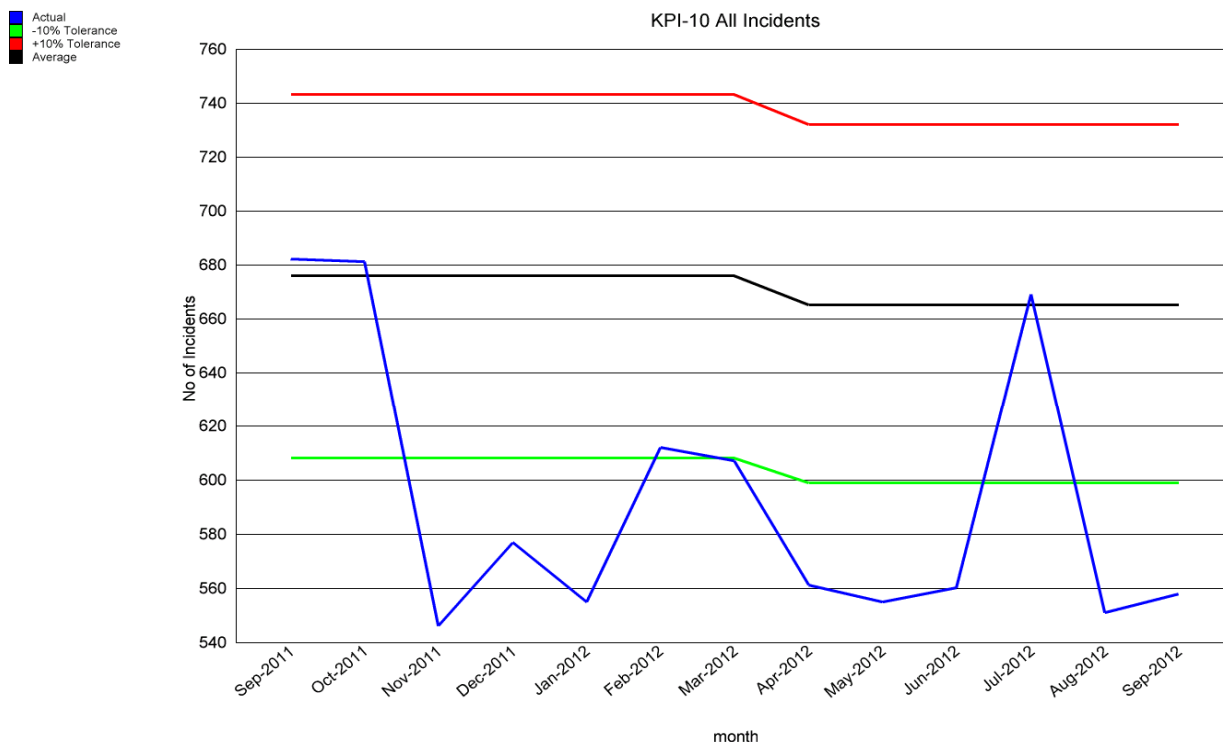


Fire and Rescue Authority Plan 2012-13 Quarter 1 & 2 Performance

1. Operational Activity – Total and Fire Incidents

1.1. Quarter 1 & 2 Total Incidents Attended



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

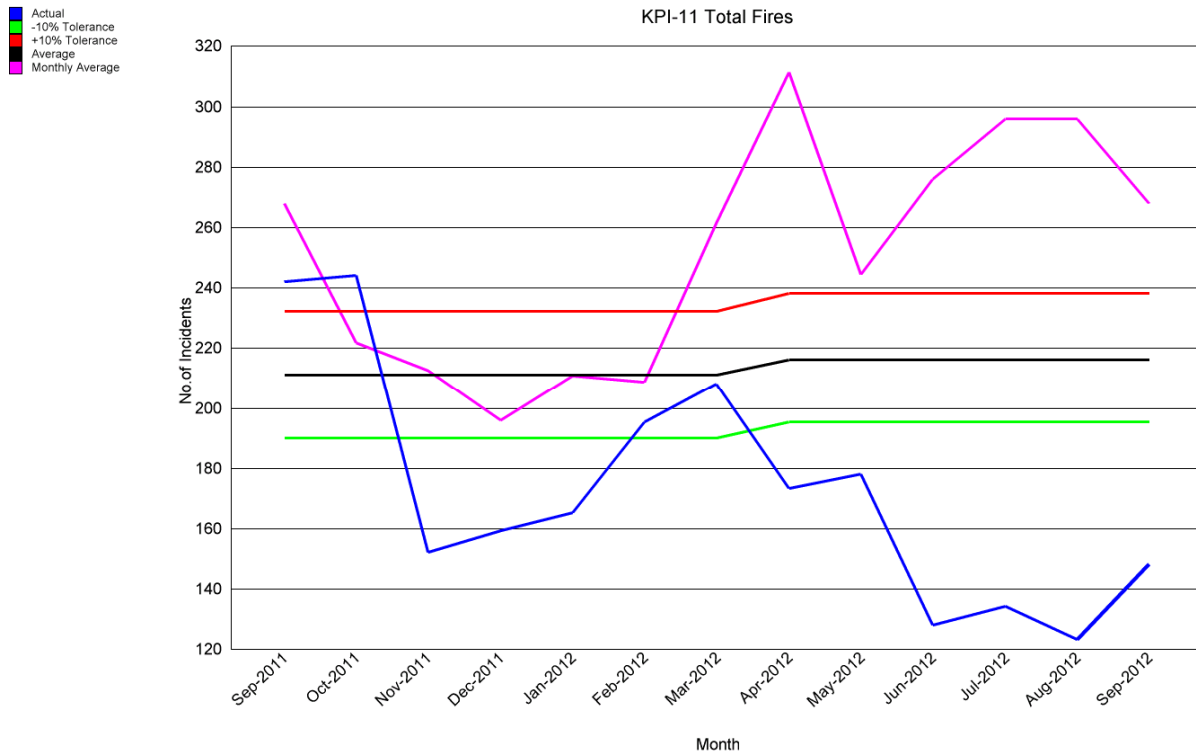
Summary Total incident operational activity levels show a decrease compared with the first half of the year last year.

Total Incidents	Quarter 1&2 2011-12	Quarter 1&2 2012-13	Percentage change
All Fires	1726	884	-48.8%
Special Services	774	895	15.6%
False Alarms	1779	1673	-6.0%
Total Incidents	4279	3452	-19.3%

(Table 1 – Total Incidents Quarter 1 & 2 2011-12 and 2012-13)

- A large reduction in the total number of fires attended in Quarter 1 & 2 compared with the same quarters last year.
- An increase in Special Services calls as a result of the spells of wet weather compared with the same quarters last year.
- A slight reduction in the number of false alarm calls compared with the position at the halfway point last year.

1.2. Quarter 1 & 2 Total Number of Fires



(Figure 2 – Total Fires per month Sept 2011 to Sept 2012)

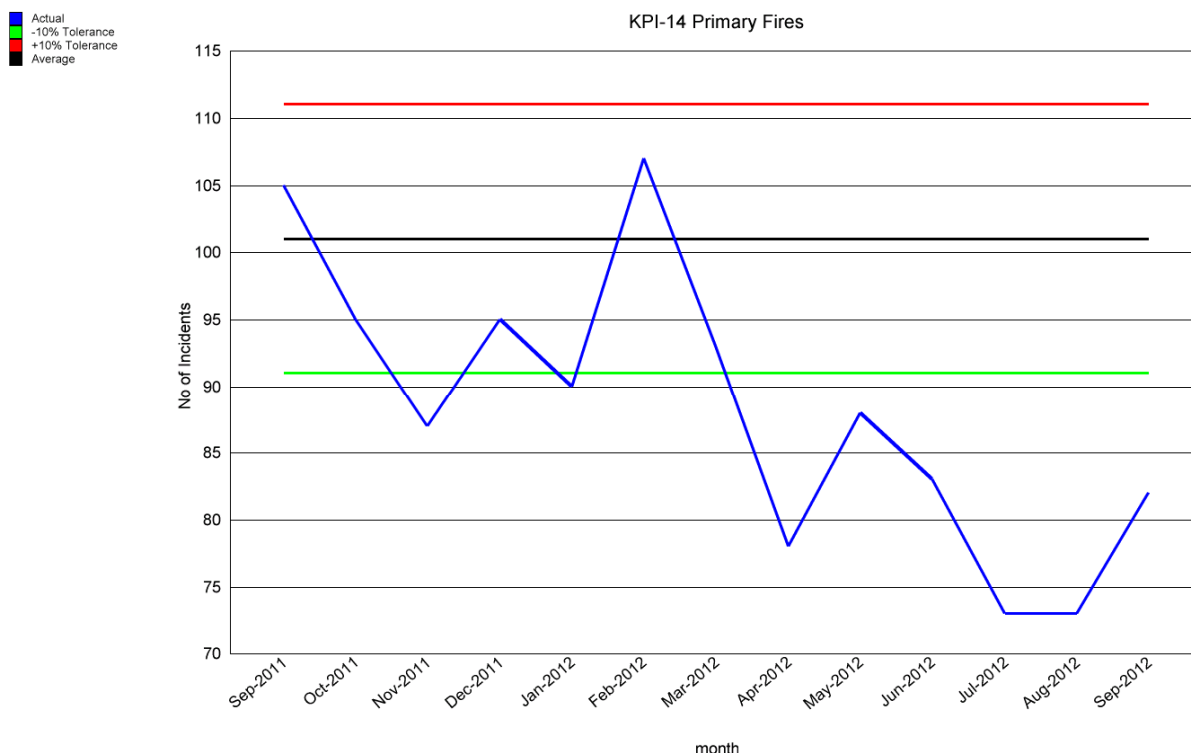
Summary A significant reduction in Secondary Fires attended in Quarters 1 & 2 compared with the same Quarters last year, has led to an overall reduction in the number of total fires attended.

Total Fires	Quarter 1&2 2011-12	Quarter 1&2 2012-13	Percentage change
Primary Fires	670	477	-28.8%
Secondary Fires	1027	356	-65.3%
Chimney Fires	29	51	75.8%
Total Fires	1726	884	-48.8%

(Table 2 – Total Fires Quarter 1 & 2 2011-12 and 2012-13)

- Primary fires down 24.4% from last 3 year's mid-year average
- Secondary fires down 56.1% from last 3 year's mid-year average
- Chimney fires increased from same quarters last year and also up 21.4% on last 3 year's mid-year average.

1.3. Quarter 1 & 2 Primary Fires



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

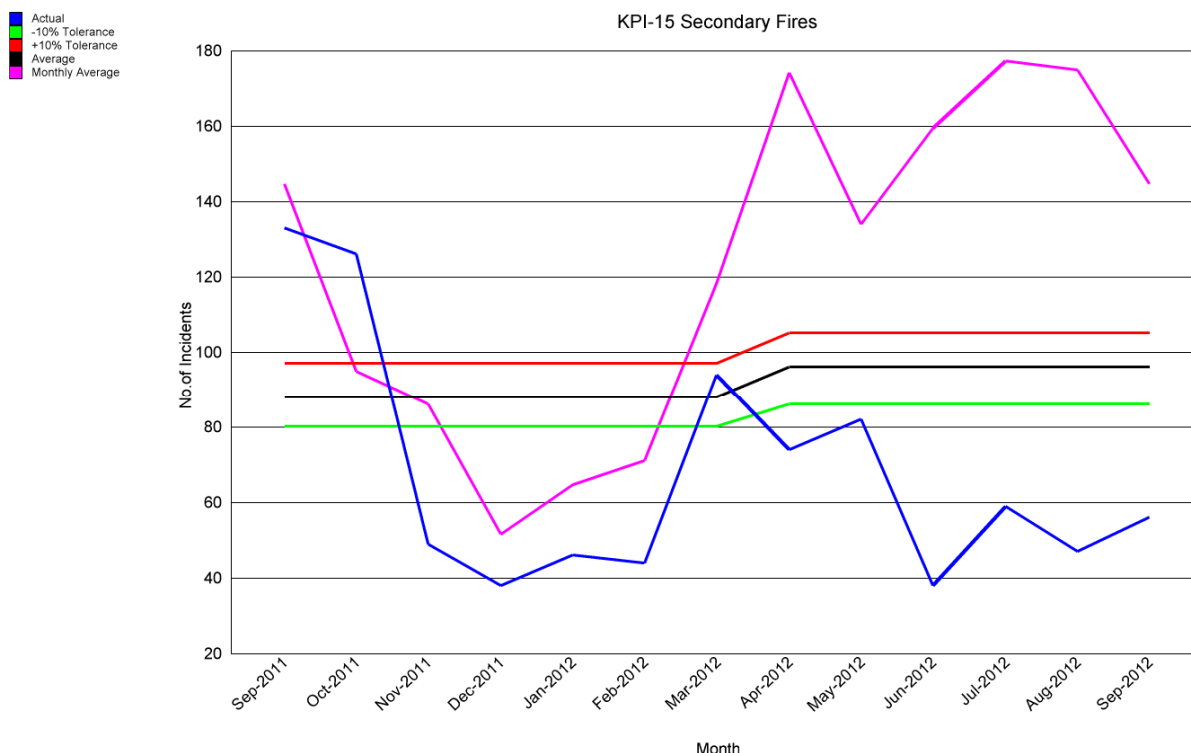
Summary Primary fires numbers in Quarter 1 & 2 reduced compared with same Quarters last year.

Primary Fires	Quarter 1 & 2 2011-12	Quarter 1 & 2 2012-13	Percentage change
Building Fires	395	304	-23.0%
Vehicle & Transport Fires	186	137	-26.3%
Outdoor Fires	89	36	-59.6%
Total Fires	670	477	-28.8%

(Table 3 – Primary Fires Quarter 1 & 2 2011-12 and 2012-13)

- There has been a year on year reduction in the three main categories of primary fires.
- Although small in context, the number of outdoor fires has decreased from 89 in Quarter 1 & 2 2011-12 to 36 in Quarter 1 & 2 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 & 2 Secondary Fires



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

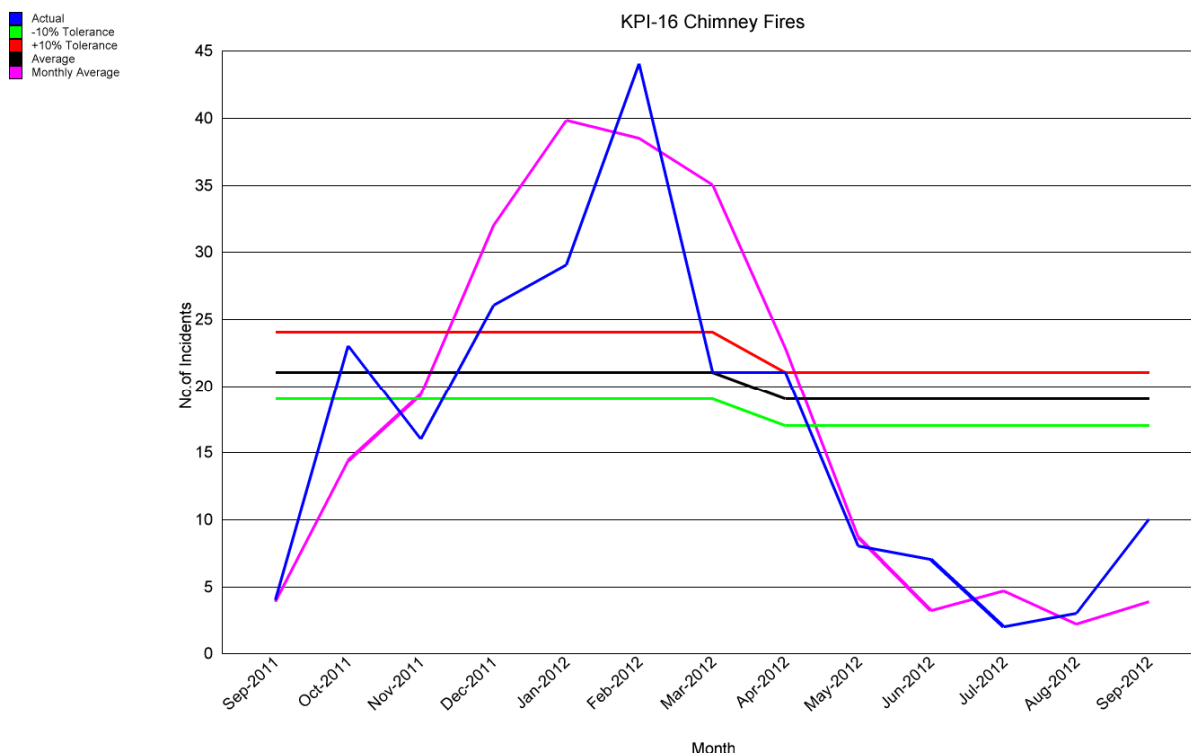
Summary Secondary fire numbers have decreased significantly compared with the same quarters last year due to the predominantly wet weather conditions in Quarters 1 & 2.

Secondary Fires	Quarter 1&2 2011-12	Quarter 1&2 2012-13	Percentage change
Grassland woodland and crops	587	103	-82.5%
Other Outdoors (including land)	236	126	-46.6%
Outdoor equipment & machinery	12	6	-50.0%
Outdoor Structures	166	105	-36.7%
Building	20	14	-30.0%
Road Vehicle	6	2	-66.7%
Total Fires	1027	356	-65.3%

(Table 4 – Secondary Fires Quarters 1 & 2 2011-12 and 2012-13)

- The majority of secondary fires in Quarter 1 & 2 2012-13 were located in grassland woodland and crops (103 out of 356 fires or 28.9% of all secondary fires in Quarter 1 & 2 2012-13). This is compared with 587 grassland woodland and crop fires in Quarter 1 & 2 2011-12 (57.2% of all secondary fires in Quarter 1 & 2 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 & 2 Chimney Fires



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

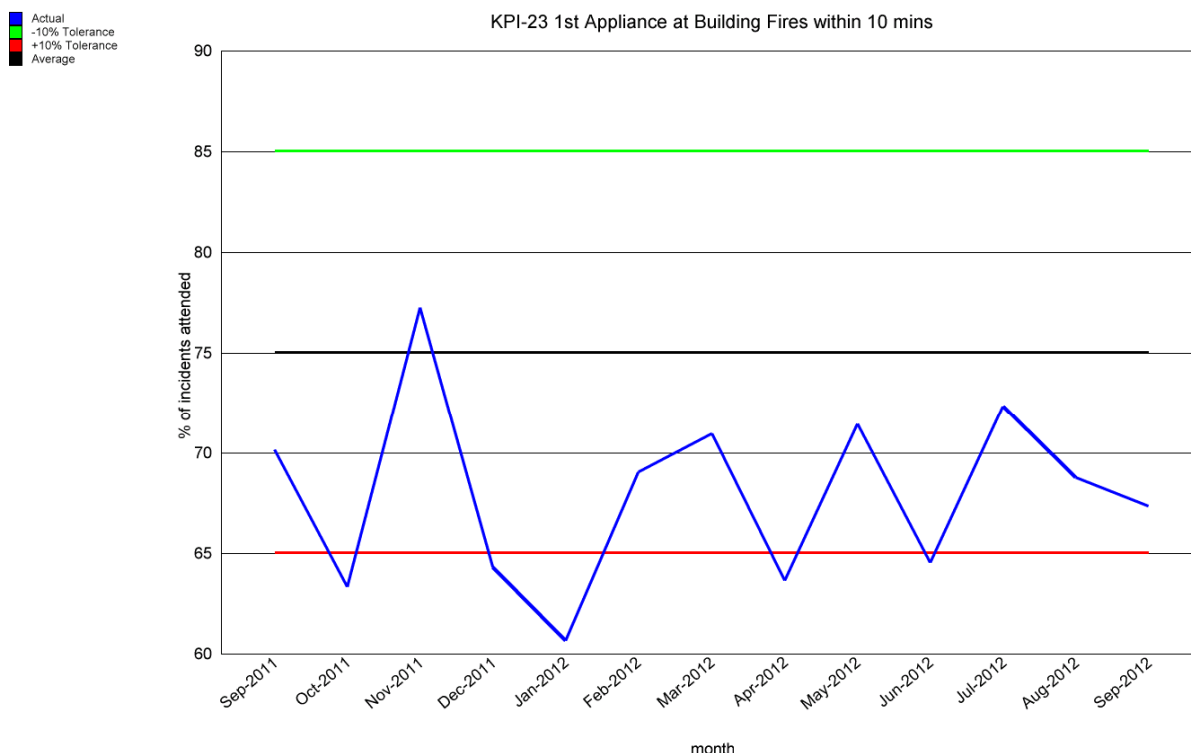
Summary Chimney fire occurrences are consistent with the monthly average number of incidents (see pink line in the graph above).

Chimney Fires	Apr	May	Jun	Jul	Aug	Sep	Total
Q1&2 2011-12	12	6	3	1	3	4	29
Q1&2 2012-13	21	8	7	2	3	10	51
% Change	75.0%	33.3%	133.3%	71.4%	0.0%	150.0%	75.8%

(Table 5 – Chimney Fires Quarter 1 & 2 2011-12 and 2012-13)

- Chimney fires have increased from the midpoint last year, with 75.8% more than in the same quarters last year; this may also be due to the cooler, wetter weather conditions in Quarter 1 & 2 2012-13.
- Increase in monthly figures particularly in September 2011 and June 2012 but these are relatively low figures in terms of all incidents attended.

1.6. Quarter 1 & 2 Attendance Standards – Fires in Buildings



(Figure 6 – 1st Appliance at Building Fires within 10 minutes – September 2011 to September 2012)

Summary In Quarter 1 & 2, 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, 16% were attended in a time of between 10 and 11 minutes.

1 st Appliance attendance at Building Fires within 10 minutes	Q1 & Q2 11-12	Q1 & Q2 12-13
Number of building fires attended within 10 minutes	302	215
Total Number of building fires attended	413	317
% attended within 10 minutes	73.1%	67.8%

(Table 6 – 1st Appliance attendance Quarter 1 & 2 2011-12 and 2012-13)

- 16 out of the 102 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 & 2 2012-13 was 9 minutes 9 seconds (excluding six late fire calls).

Travel distance to the incident	53	Communication Equipment Fault	2
Turn in time (Retained and Day Crew only)	9	Mobilising error	2
Late Fire Call	7	Mobilised from other location (not on home Station)	2
Difficulty in locating incident address	4	Mobilised to incorrect address	2
Weather conditions / Road conditions	4	Appliance breakdown / Off the Run	1
Responding at normal road speed, i.e. AFAs	3	Appliance not booked in attendance	1
Incident outside Station turnout area	3	Simultaneous Incident	1
Traffic conditions causing delayed turn in time to Stations (Retained and Day Crewed only)	2	Training event delaying turn out i.e. drilling	1
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	2	Insufficient crew due to numbers of crew available	1
Incorrect or insufficient information passed to Fire Control on initial call	2		
		Total	102

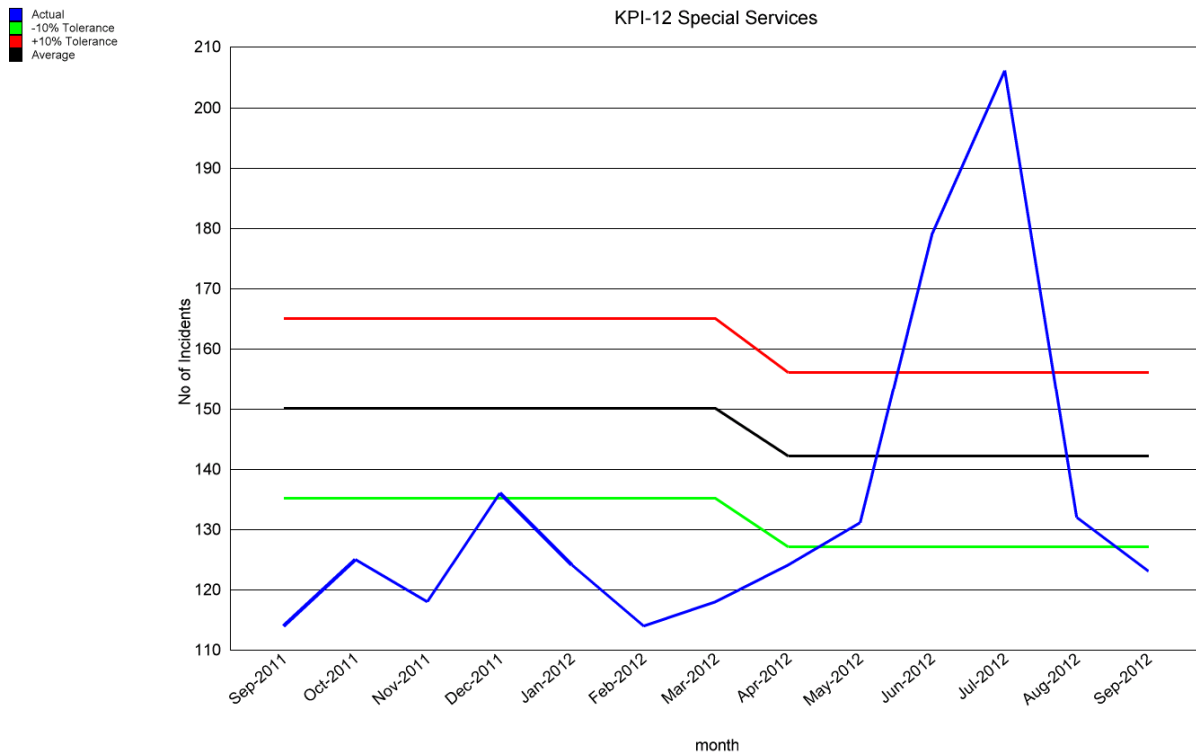
(Table 7 – Fire in Buildings – Reasons for standard not met Quarter 1 & 2 2012-13)

- The above table illustrates the breakdown of reasons for the 102 incidents where the standard was not met in Quarter 1 & 2. Travel distance accounted for over 50% of the failures.

2. Other Non-Fire Incidents

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

2.1. Quarter 1 & 2 Special Service Incidents



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

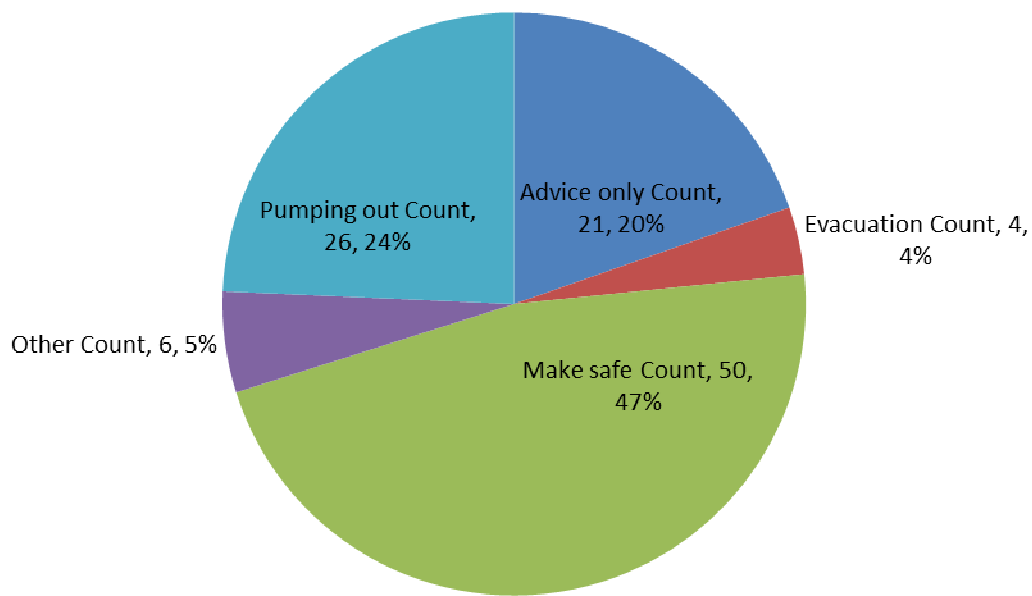
Summary The Special Service incidents totals have been adversely affected by an increase in flooding and other water related incidents in June 2012 and July 2012. Although the monthly total in June 2012 and July 2012 was out of tolerance, the overall Quarter 1 & 2 total was within tolerance at the midpoint of the year.

All Special Services	Quarter 1&2 2011-12	Quarter 1&2 2012-13	Percentage change
RTC Incidents	315	296	-6.0%
Flooding	30	107	256.7%
Other Special Services	429	492	14.7%
Total Incidents	774	895	15.6%

(Table 8 – Special Services Quarter 1 & 2 2011-12 and 2012-13)

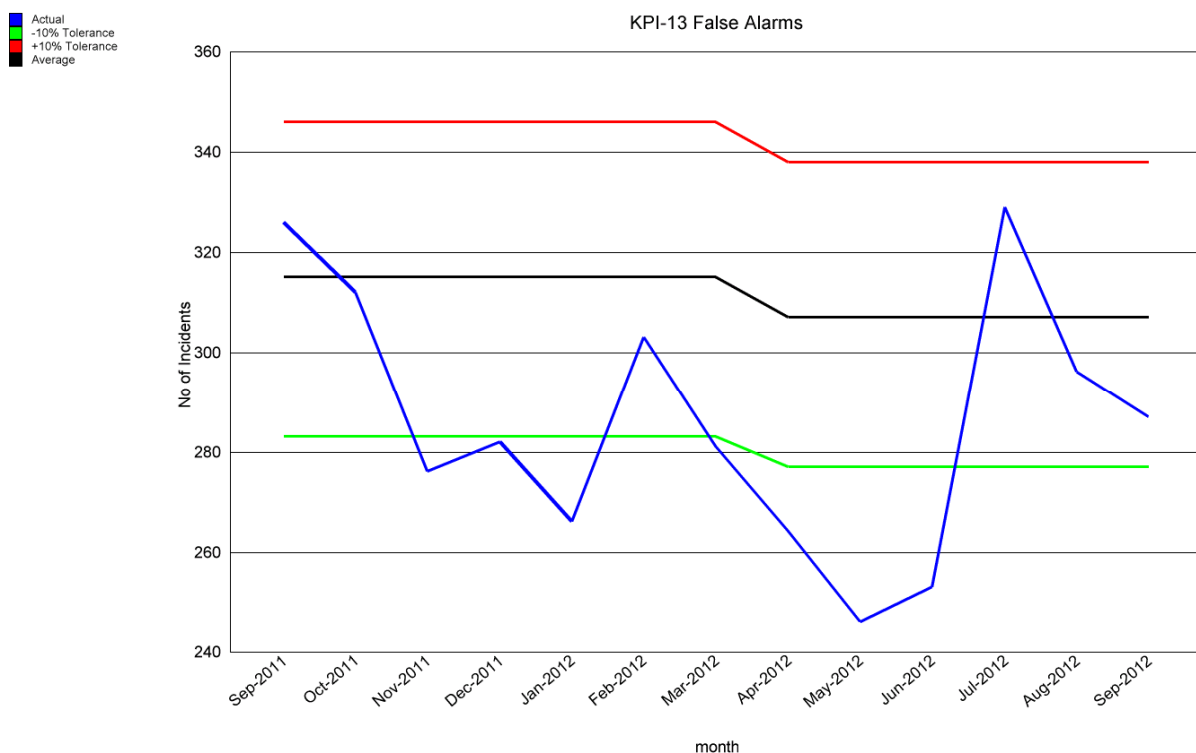
- 107 Flooding incidents in Quarter 1 2012-13 compared with 30 at the mid-year point last year.
- 25 out of the 107 flooding incidents occurred in the three day period 28 June to 30 June 2012.
- Other Special Services included quarter on quarter increases in making safe (not RTC) and rescues and evacuation from water, also linked to the spate conditions.

Flooding Incidents Q1&2 2012-13



(Figure 8 – Flooding Incidents by type Quarter 1 & 2 2012-13)

2.2. Quarter 1 & 2 False Alarm Incidents



(Figure 9 – False Alarm Incidents per month September 2011 to September 2012)

Summary False alarm numbers have decreased against Quarter 1 & 2 last year and also decreased against the last 3 years Quarter 1 & 2 average.

Total False Alarms	Quarter 1 & 2 2011-12	Quarter 1 & 2 2012-13	Percentage change
Malicious False Alarms	37	20	-45.9%
False Alarm Good Intent	413	353	-14.5%
Automatic False Alarms	1329	1300	-2.2%
Total False Alarms	1779	1673	-6.0%

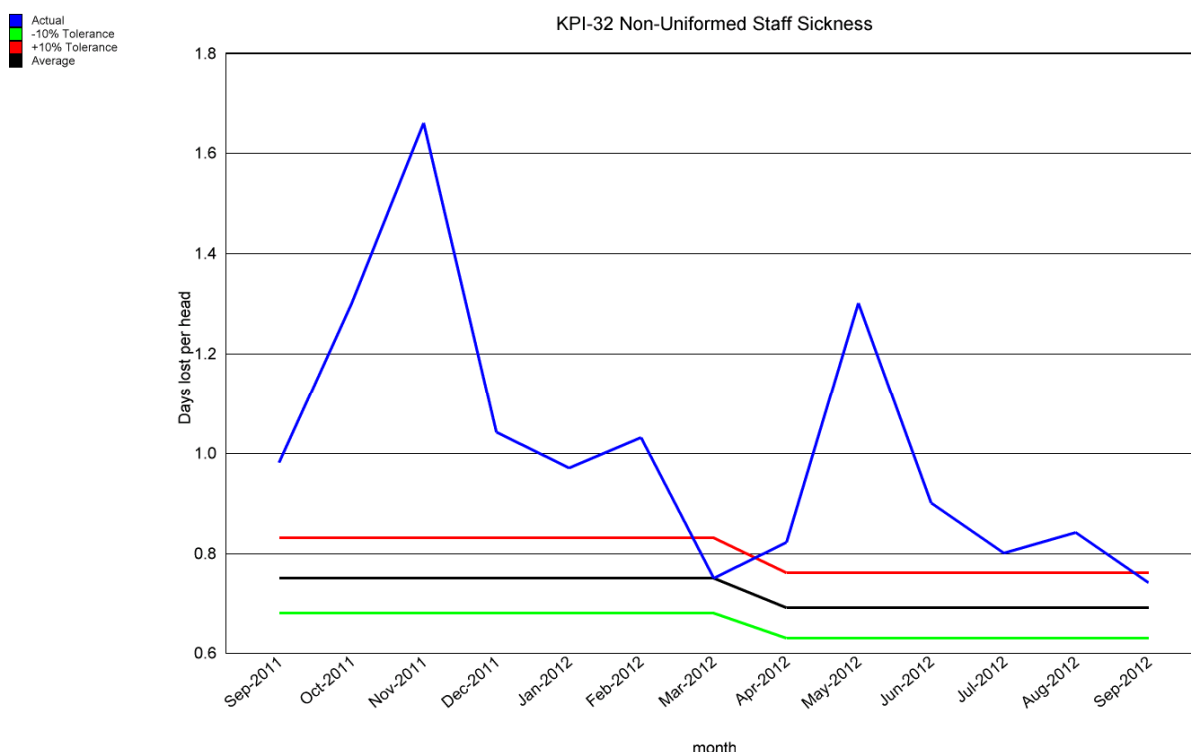
(Table 9 – False Alarms Quarter 1 2011-12 and Quarter 1 2012-13)

- Marginal decrease in the number of Automatic False Alarms in Quarter 1 & 2 2012-13 compared with same quarter last year.
- Decreases in the other categories of false alarms compared with the same Quarters last year.
- As a result of the Interim AFA policy, the total number of mobilisations (Appliances and Rescue Appliance) to AFAs reduced from 1763 in Quarters 1 & 2 2011-12 to 1446 in Quarter 1 & 2 2012-2013. There have been 317 fewer mobilisations as a result of the application of the interim policy.

3. Key Performance Indicators Out of Tolerance

At the end of Quarter 2, all key performance indicators (KPI) were within the 10% tolerance levels, except for the indicator regarding non-uniform sickness.

3.1. KPI-33 Non-Uniform Sickness



(Figure 10 – Non-Uniform Staff Sickness September 2011 to September 2012)

Summary Non-uniform staff sickness was above the 10% tolerance levels for the first five months of the financial year and as a result was over the 10% tolerance level at the end of the Quarter. The main reason for this was an increase in long term sickness for non-uniform staff sickness.

	Apr	May	Jun	Jul	Aug	Sep	Total
Non-Uniform Sickness days lost per head Q1&2 2011-12 (days)	0.45 (54.74)	0.46 (55.72)	0.91 (108.43)	0.79 (92.53)	0.72 (114.37)	1.3 (152.8)	4.83 (578.59)
Non-Uniform Sickness days lost per head Q1&2 2012-13 (days)	0.82 (98.78)	1.3 (154.08)	0.9 (107.97)	0.8 (94.56)	0.84 (98.2)	0.74 (86.97)	5.34 (640.54)
Percentage Change	82.2%	182.6%	-1.0%	1.2%	16.7%	-43.1%	10.6%

(Table 10 – Non-Uniform Staff Sickness per month Quarter 1 & 2 2011-12 and 2012-13)

	Apr	May	Jun	Jul	Aug	Sep	Total
Short Term Non-Uniformed Staff Sickness per head Q1&2 2012-13 (days lost)	0.22 (26)	0.47 (55.68)	0.31 (37)	0.11 (12.59)	0.20 (23.41)	0.39 (46.21)	1.68 (200.88)
Long Term Non-Uniformed Staff Sickness per head Q1&2 2012-13 (days lost)	0.61 (72.78)	0.83 (98.4)	0.59 (70.97)	0.69 (81.97)	0.64 (74.78)	0.35 (40.75)	3.67 (439.65)
Non-Uniformed Staff Sickness per head Q1&2 2012-13 (days lost)	0.82 (98.78)	1.3 (154.08)	0.9 (108.0)	0.8 (94.56)	0.84 (98.19)	0.74 (86.96)	5.35 (640.54)

(Table 11 – Non-Uniform Staff Sickness per month Quarter 1 & 2 2012-13)

- The largest monthly total of non-uniform sickness was in May 2012 which also had the greatest monthly total of long-term non-uniform sickness.
- Long term non-uniform staff sickness represented 68% of all non-uniform staff sickness in Quarter 1 & 2 2012-13. This can be compared with Wholetime staff sickness where long term staff sickness represented 59% of all Wholetime staff sickness.
- 3.67 days were lost to long term non-uniform staff sickness in Quarter 1 & 2 2012-13 compared with only 2.65 days lost to long term non-uniform staff sickness in same quarter last year.
- The Senior HR Advisors are providing on - going support to enable all non – uniformed Managers to manage sickness absence and to keep sickness levels to a minimum. In order to address increases in this Quarter, Senior HR Advisors are supporting Managers by:
 - Continuing to ensure rapid occupational health, counselling and physiotherapy referrals are made, as and when required.
 - Implementing a structured and timed return for employees in relation to modified duties, the HR team are currently trialling a Modified Duties and RTW form.
 - Implementing fortnightly HR case review meetings to discuss actions and proactive interventions.
 - Implementing reasonable adjustments to working practices as and when required.

4. Retained Availability

Summary *There was an overall drop in availability of 2% of all Retained Appliances across the Service when compared with the situation at the midpoint last year.*

Retained Availability	Apr	May	Jun	Jul	Aug	Sep	Total
Q1&2 2011-12	93.9%	94.1%	91.7%	91.8%	89.4%	89.9%	91.8
Q1&2 2012-13	91.8%	89.9%	89.9%	90.7%	86.0%	90.5%	89.8
% Change	-2.1%	-4.2%	-1.8%	-1.1%	-3.4%	0.6%	-2.0%

(Table 12 –Retained Availability Quarter 1 2011-12 and Quarter 1 2012-13)

- Stations which have experienced the biggest drop in performance from Quarter 1 2011-12 to Quarter 1 2012-13:
 - Hereford (down 17.69% on Quarter 1 & 2 2011-12 availability)
 - Droitwich (down 11.03% on Quarter 1 & 2 2011-12 availability)
 - Stourport (down 8.84% on Quarter 1 & 2 2011-12 availability)
- Evesham was the lowest performing Station in Quarter 1 & 2 2012-13 with a Retained availability of 66.47%
- Three Stations have shown significant improvement from Quarter 1 & 2 2011-12 to Quarter 1 & 2 2012-13:
 - Bewdley (up 15.03% on Quarter 1 & 2 2011-12 availability)
 - Pebworth (up 11.07% on Quarter 1 & 2 2011-12 availability)
 - Broadway (up 7.09% on Quarter 1 & 2 2011-12 availability)
- Kingsland was the highest performing Station in Quarter 1 2012-13 with a Retained availability of 99.9%.

Reasons for Appliances being off the run Quarter 1 & 2 12-13	% of time Appliances unavailable
Did not meet minimum crewing requirement	7.67%
No BA wearers	5.23%
No Officer in Charge	6.55%
No driver	3.24%
Total impact on pump availability	10.2%

(Table 13 – Retained availability by factor – Quarter 1 & 2 2012-13)

- 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.

Station	Availability Q1 & Q2 11-12	Availability Q1 & Q2 12-13	Better/ Worse
21 Worcester	97.31%	95.85%	-1.46%
22 Stourport	99.9%	91.06%	-8.84%
23 Bewdley	78.32%	93.62%	15.03%
24 Kidderminster	99.9%	97.71%	-2.19%
25 Bromsgrove	83.16%	77.03%	-6.13%
26 Droitwich	84.27%	73.24%	-11.03%
27 Redditch	94.1%	90.88%	-3.22%
28 Evesham	61.52%	66.47%	4.95%
29 Pebworth	75.29%	86.36%	11.07%
30 Broadway	77.44%	84.53%	7.09%
31 Pershore	96.29%	90.03%	-6.26%
32 Upton	94.34%	87.78%	-6.56%
41 Malvern	99.34%	99.89%	0.55%
42 Ledbury	95.14%	92.48%	-2.66%
43 Fownhope	95.36%	97.79%	2.43%
44 Ross on Wye	99.43%	96.4%	-3.03%
45 Whitchurch	91.58%	86.32%	-5.26%
46 Hereford	95.59%	77.9%	-17.69%
47 Ewyas Harold	94.84%	90.21%	-4.63%
48 Eardisley	99.55%	99.49%	-0.06%
49 Kington	97.13%	93.38%	-3.75%
50 Leintwardine	88.87%	89.62%	0.75
51 Kingsland	99.97%	99.9%	-0.07%
52 Leominster	93.79%	89.62%	-4.17%
53 Tenbury	90.76%	91.29%	0.53%
54 Bromyard	86.98%	84.74%	-2.24%
55 Peterchurch	98.87%	94.18%	-4.69%
Total Quarter 1 & 2	91.8%	89.8%	

(Table 14 –% availability by Station, comparing Quarter 1 & 2 2011-12 with Quarter 1 & 2 2012-13)

5. Information Requests

5.1. Information Requests – Quarter 1 & 2 2012-13

Q 1 & 2 2012-13	FOIA Requests received and completed	DPA Requests received and completed	EIR Requests received and completed
April 2012	11	1	0
May 2012	14	0	0
June 2012	15	1	0
July 2012	13	0	0
Aug 2012	10	2	0
Sep 2012	13	3	0
Total	76	7	0

(Table 15 – Information Requests Quarter 1 & 2 2012-13)

- The Service collects and maintains information and data to enable the organisation to undertake statutory duties.
- In Quarters 1 & 2, 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; the time spent investigating deliberate fires; enquires regarding the amount of funding and staff time given to Trade Unions and details of FRA Member expenses 2011/12.
- The overall number of information requests received has decreased from 104 in Quarters 1 & 2 2011-12 to 83 in Quarters 1 & 2 2012-13. FOIA requests have reduced from 98 to 76 and DPA requests have increased from 6 to 7. There have been no EIR requests in Quarter 1 & 2 2012-13 or the same Quarters last year.