Fire Authority 2019-20 Performance Report: Quarter 1

This report reviews the Service's overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and first On-Call (Retained) appliance availability.

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

1. Operational Activity

Operational activity covers all emergency incidents attended by Fire and Rescue crews, including Fires, Special Services* and False Alarms. Each of these is broken down further in the following tables.

* Special Services are incidents other than fires and false alarms, and include road traffic collisions, flooding, person rescues from objects, lift rescues, spills and leaks and animal rescues.

1.1. Total Incidents attended

The total number of incidents attended in Q1 2019-20 was 1,803 (Figure 1), which is a decrease of 5.95% (114 incidents) compared with Q1 2018-19 as shown in Table 1. The majority of this is accounted for by a decrease of 22.70% in Fires (136 incidents). Special Service related incidents were up by 19.24% (91 incidents). False Alarms were also down by 69 incidents, a decrease of 8.17%.
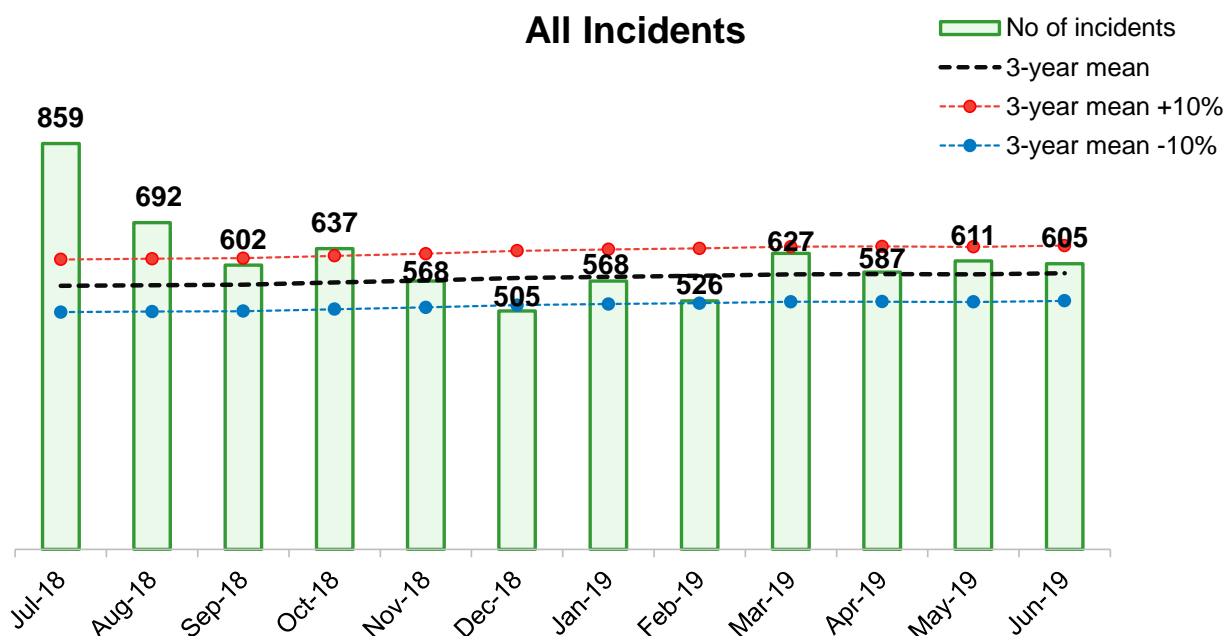

Figure 1 – Total Incidents per month: from Jul 2018 to Jun 2019

Table 1 – Total Incidents

Total Incidents	Q1 2018-19	Q1 2019-20	change (%)	
Fires	599	463	**-136**	**-22.70**
Special Services	473	564	**+91**	**+19.24**
False Alarms	845	776	**+69**	**-8.17**
Total	**1,917**	**1,803**	**-114**	**-5.95**

a) The number of Fire incidents, which include Primary, Secondary and Chimney Fires, was 22.70% lower (136 incidents) than the same period in 2018-19.

b) The total for Fires includes a decrease of 93 incidents (-31.74%) for Secondary Fires in Q1 2019-20 compared to Q1 2018-19.

c) The number of Special Service incidents increased by 19.24% (91 incidents) compared with the same period in 2018-19, largely due to increases in 'Assisting other Agencies' incidents (up by 71 incidents - 262.96%) and Other Special Services (up by 61 incidents - 35.46%-).

d) The total number of False Alarm incidents decreased by 8.17% (69 incidents) compared with the same period in 2018-19.

e) Figure 2 shows the 5-year trend line for the total number of incidents recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of incidents increased by 72 incidents, an increase of over 360 incidents in 5 years.
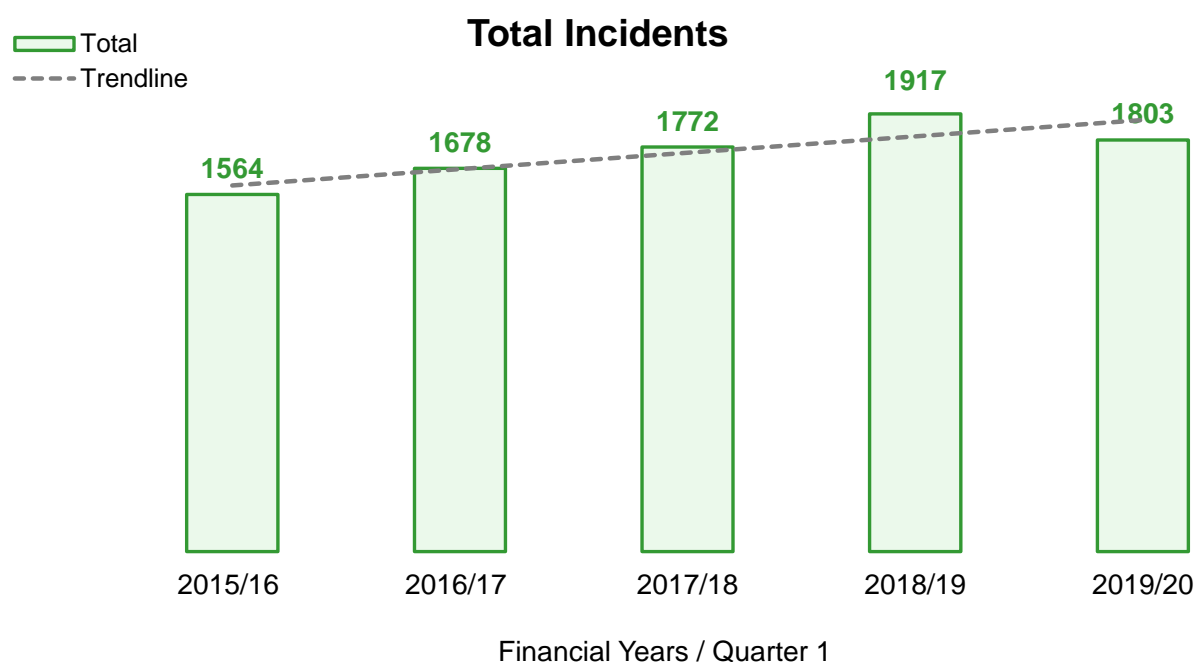

Figure 2 – All Incidents: from Q1 2015-16 to Q1 2019-20

1.2 Total Number of Fires

The number of Fires decreased by 22.70% (136 incidents) in Q1 2019-20 compared with the same period in 2018-19 (Table 2). Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreasing during winter.

Figure 4 shows the 5-year trend line for the total number of fires recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of fires increased by 1 incident, an increase of 5 incidents in 5 years.

Table 2 – Total Fires

Total Fires	Q1 2018-19	Q1 2019-20	change (%)	
Primary Fires	293	244	**-49**	**-16.72**
Secondary Fires	293	200	**-93**	**-31.74**
Chimney Fires	13	19	**+6**	**46.15**
Total	**599**	**463**	**+136**	**-22.70**

a) The number of Primary Fire incidents decreased by 49 incidents in Q1 2019-20 compared to the same period in 2018-19, representing a decrease of 16.72%.

b) The number of Secondary Fires decreased by 93 incidents (-31.74%) compared with the same period in 2018-19.

c) The number of Chimney Fires increased from 13 to 19 (46.15%) compared with the same period in 2018-19.

d) Rainfall was 177% of average, making it the 8th wettest June since 1910, and it was particularly wet in the Midlands and Lincolnshire (Met Office, 2019). This had a direct impact on number of total fires recorded in the month of June, a decrease of 34.71% and 39.01% when compared with the total number of fire incidents recorded in April 2019 and May 2019, respectively.

e) During Quarter 1, Community Risk activity included 873 Home Fire Safety Checks (HFSCs), which target vulnerable households, 179 Business Fire Safety Checks (BFSCs) and 449 Signposting referrals to other support agencies. The full range of Community Risk activity is shown in Appendix 2.

f) In Q1 2019-20 campaigns delivered by Community Risk have included Dementia Action Week, Deaf Awareness and Carers Week. They have supported various local events to promote fire safety and Home Fire Safety Checks, along with working with partners at Young Citizen's events, an initiative which is aimed to encourage school age children to think about their personal safety and the safety of others. Seasonal advice has also in been offered, in particular water safety and cooking safely outdoor during the summer holidays.

g) Fire Safety officers continue to deliver the Houses of Multi-Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcement activity, also shown in Appendix 2.
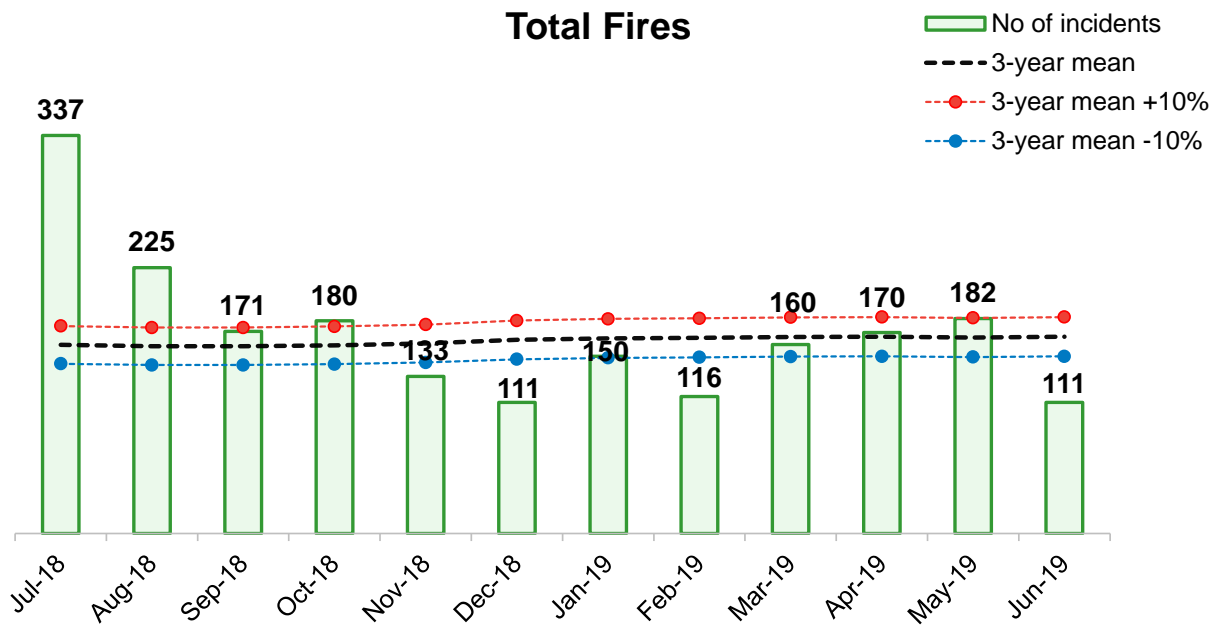
Total Fires

Legend:
- No of incidents
- 3-year mean
- 3-year mean +10%
- 3-year mean -10%

Month	No of incidents
Jul-18	337
Aug-18	225
Sep-18	171
Oct-18	180
Nov-18	133
Dec-18	111
Jan-19	150
Feb-19	116
Mar-19	160
Apr-19	170
May-19	182
Jun-19	111

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

Fire Incidents

Legend:
- Total
- Trendline

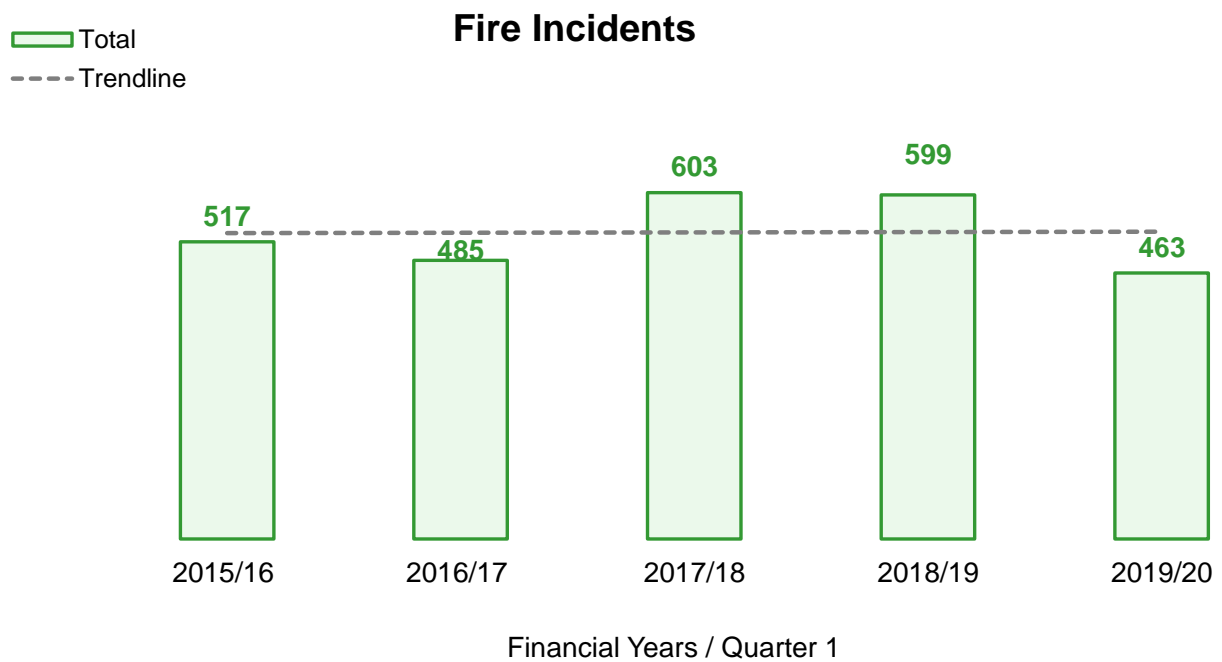| Financial Year	Total
2015/16	517
2016/17	485
2017/18	603
2018/19	599
2019/20	463

Financial Years / Quarter 1

Figure 4 – Total Fires: from Q1 2015-16 to Q1 2019-20

1.3 Primary Fires

There was a 16.72% decrease (49 incidents) in Primary Fires in Quarter 1 2019-20 compared with the same period in 2018-19 (Table 3, Figure 5).

Figure 6 shows the 5-year trend line for the total number of Primary Fires recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of Primary Fires increased by 3 incidents, an increase of 15 incidents in 5 years.

The number of Primary Building Fires decreased by 16.72% compared with the same period in 2018-19. This was predominantly caused by a decrease in domestic (dwellings and other residential) property fires (25 incidents). Domestic fires constituted 38.52% of the total primary building fires. The top three causes of domestic primary building fires were 'Cooking – other cooking' (23 incidents), 'Combustible articles too close to heat source (or fire)' (14 incidents) and 'Fault in equipment or appliance' (10 incidents). The Community Risk Department continues to work alongside operational crews to deliver home fire safety messages on a day to day basis.

Table 3 – Primary Fires

Primary Fires	Q1 2018-19	Q1 2019-20	change (%)	
Building Fires	188	142	**-46**	**-24.47**
Vehicle & Transport Fires	70	75	**+5**	**+7.14**
Outdoor Fires	35	27	**-8**	**-22.86**
Total	**293**	**244**	**-49**	**-16.72**

a) Building Fires currently account for the greatest proportion (58.20%) in this category with 142 incidents.

b) Vehicle & Transport Fires increased by 5 incidents (7.14%) compared with the same period in 2018-19 (Table 3).

c) Primary Outdoor Fires totalled 27 incidents in Q1 2019-20 compared with 35 incidents in the same period in 2018-19. These are classified as Primary Fires, if they are attended by five or more fire appliances or if they involve a casualty or fatality.

d) There was 1 fatality in Primary Fires during Q1 in 2018-19 (Table 4 shows incident and casualty numbers, Figure 7).

e) Technical Fire Safety officers continue to work with businesses and post-fire audits are completed following all fires in business premises.
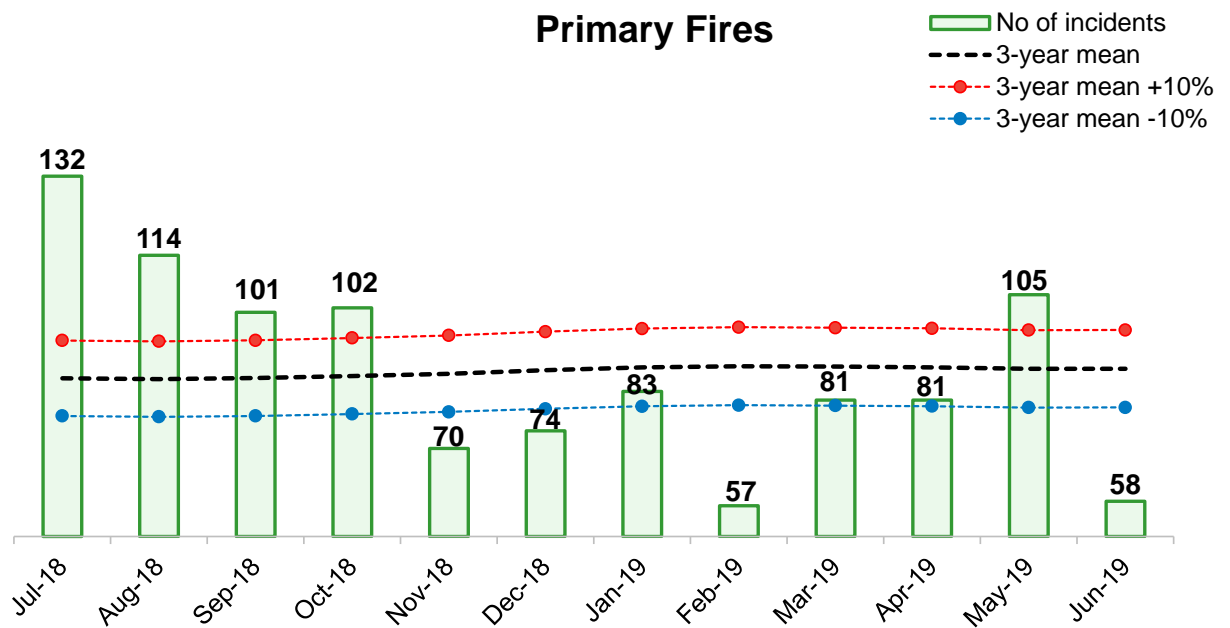
Primary Fires

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

Primary Fire Incidents
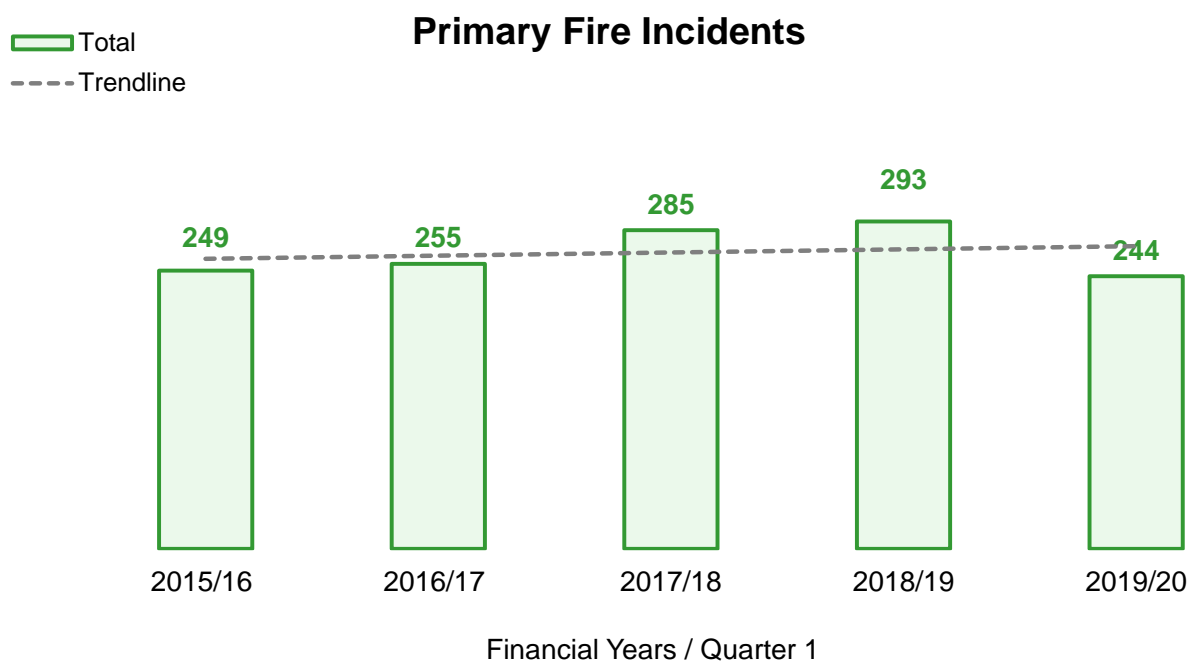

Financial Years / Quarter 1

Figure 6 – Primary Fires: from Q1 2015-16 to Q1 2019-20

Table 4 – Primary Fires Casualties

Primary Fires Casualty*: severity	Q1 2018-19		Q1 2019-20		% change	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	0	0	1	1	**100.00**	**100.00**
Victim went to hospital, injuries appear to be Serious	1	1	3	3	**200.00**	**200.00**
Victim went to hospital, injuries appear to be Slight	8	8	3	3	**-62.50**	**-62.50**
First aid given at scene	7	8	6	6	**-14.29**	**-25.00**
Total	**16**	**17**	**13**	**13**	**-18.75**	**-23.53**

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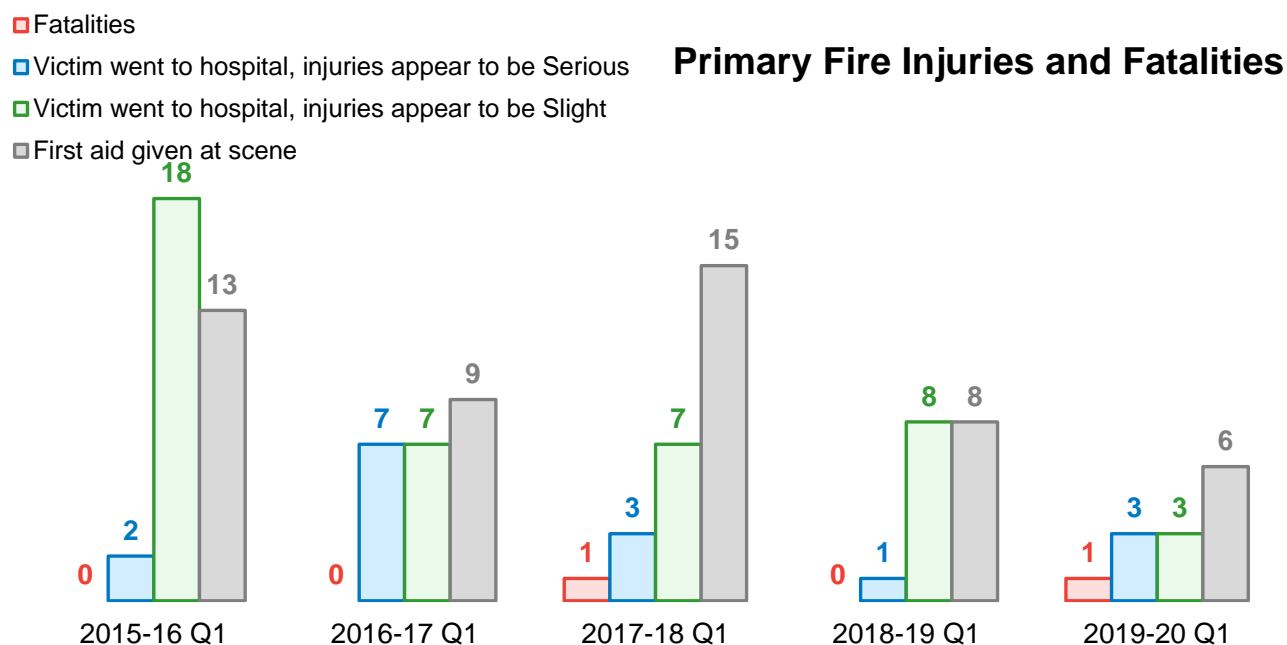

Figure 7 – Primary Fire Injuries and Fatalities: from Q1 2015-16 to Q1 2019-20

1.4 Secondary Fires

Secondary Fires include all other fires which are neither Primary nor Chimney Fires, do not involve casualties and are attended by no more than four fire appliances. There was a 31.74% decrease (93 incidents) in Secondary Fires in Quarter 1 2019-20 compared with the same period in 2018-19 (Table 5, Figure 8).

Table 5 – Secondary Fires

Secondary Fires	Q1 2018-19	Q1 2019-20	change (%)	
Grassland, Woodland and Crop	117	82	**-35**	**-29.91**
Other Outdoors (including land)	80	57	**-23**	**-28.75**
Outdoor Structures	71	43	**-28**	**-39.44**
Building & Transport	11	16	**+5**	**45.45**
Outdoor Equipment & Machinery	14	2	**-12**	**-85.71**
Total	**293**	**200**	**-93**	**-31.74**

a)   Grassland, Woodland and Crop fires represent the greatest proportion (41.00%) of all Secondary Fires. 59.76% of Grassland, Woodland and Crop fires were classed as accidental.

b)   The majority of Other Outdoors (including land) secondary fires were caused by loose refuse which resulted in 29 incidents (50.88%) in Q1 2019-20.

c)   The number of Building & Transport fires increased by 5 incidents (45.45%) in Q1 2019-20.
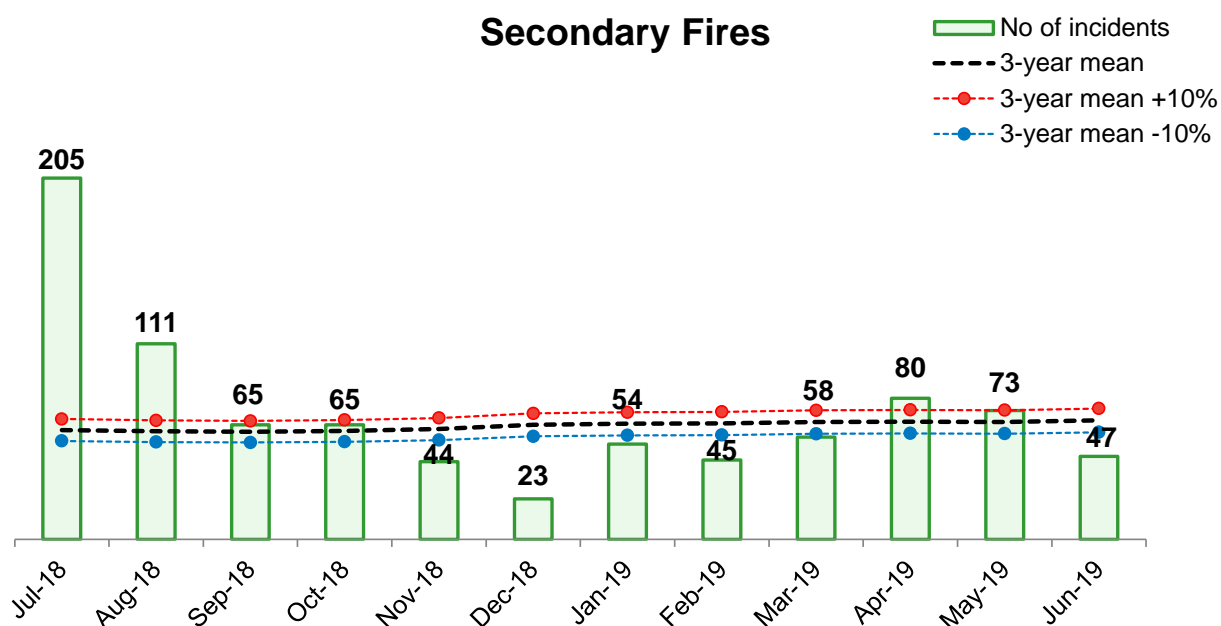

Figure 8 – Secondary Fires per month: from Jul 2018 to Jun 2019

Figure 9 shows the 5-year trend line for the total number of Secondary Fires recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of Secondary Fires consistently decreased by 1 incident every two years, a decrease of approximately 5 incidents in 5 years.
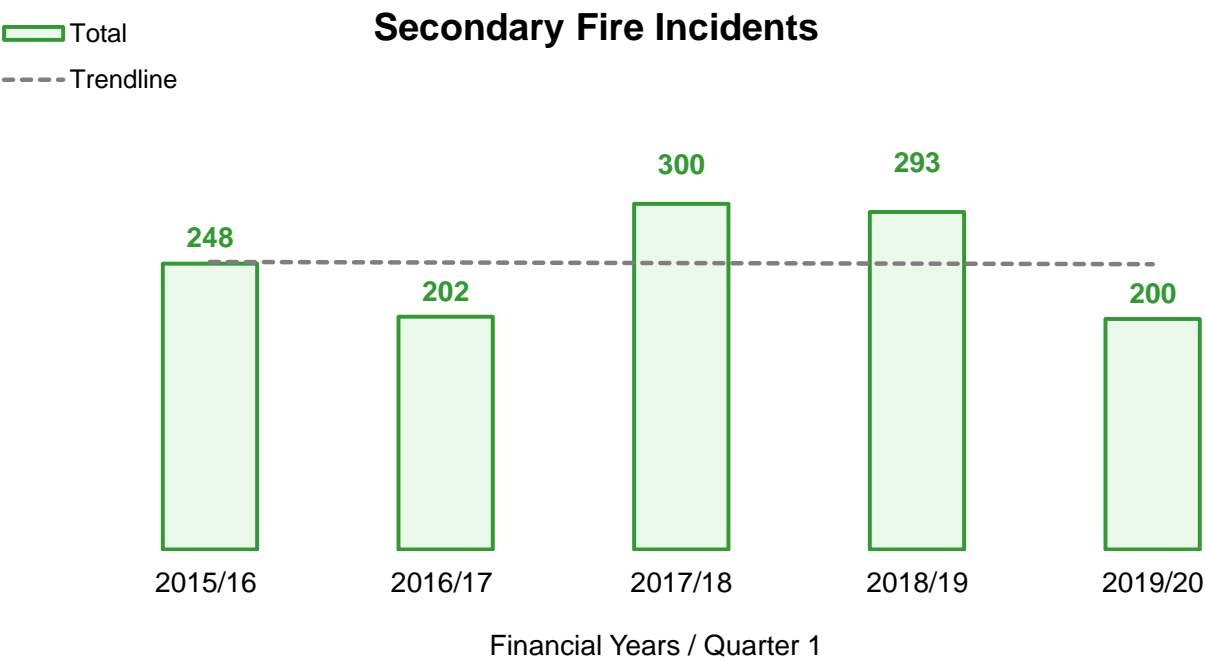
Secondary Fire Incidents

Total
Trendline

300		293
248				
	202			200

2015/16   2016/17   2017/18   2018/19   2019/20

Financial Years / Quarter 1

Figure 9 – Secondary Fires: from Q1 2015-16 to Q1 2019-20

1.5. Chimney Fires

The number of Chimney Fires (19 incidents) increased by 6 incidents in Quarter 1 2019-20, compared to 13 in the same period of 2018-19 (Table 6, Figure 10). The increase in the number of Chimney Fires is likely to be related to the cooler than usual weather during the spring period.

Table 6 – Chimney Fires

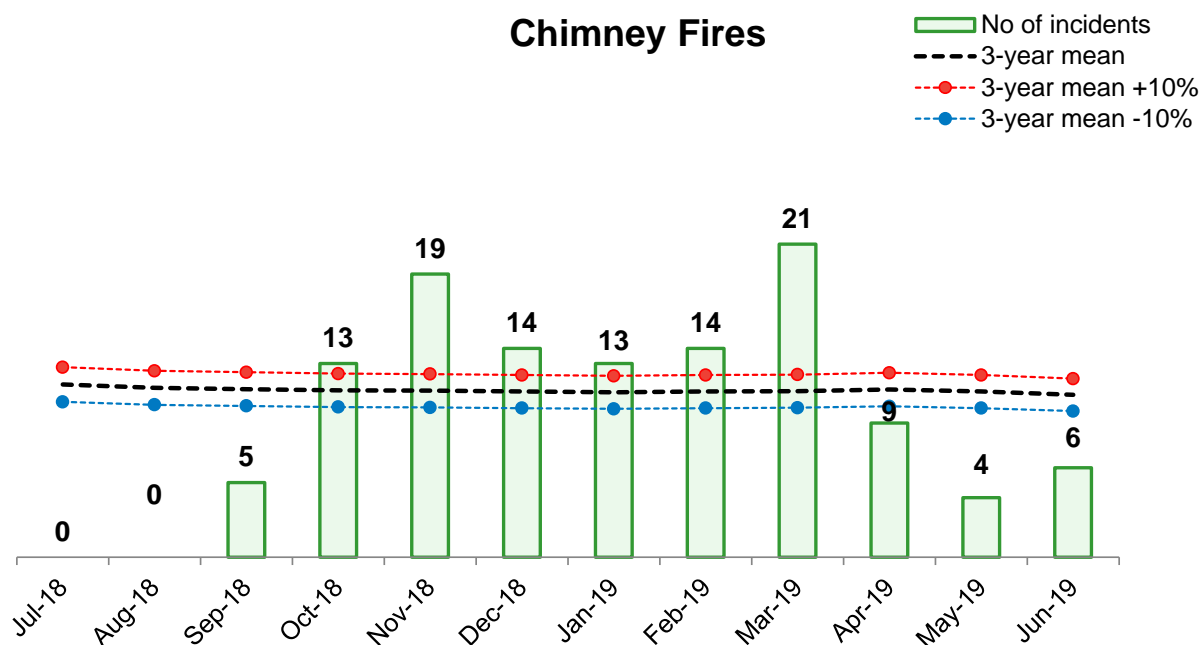| Chimney Fires	Q1 2018-19	Q1 2019-20	change (%)	
April	10	9	**-1**	**-10.00**
May	3	4	**+1**	**+33.33**
June	0	6	**+6**	**0.00**
July				
August				
September				
October				
November				
December				
January				
February				
March				
Total	**13**	**19**	**+6**	**+46.15**

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

The number of Chimney Fires in Q1 2019-20 was 5.00% less than the 5-year average of 20 incidents. Figure 11 shows the 5-year trend line for the total number of Chimney Fires recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of Chimney Fires consistently decreased by 2 incidents, a decrease of 10 incidents in 5 years.
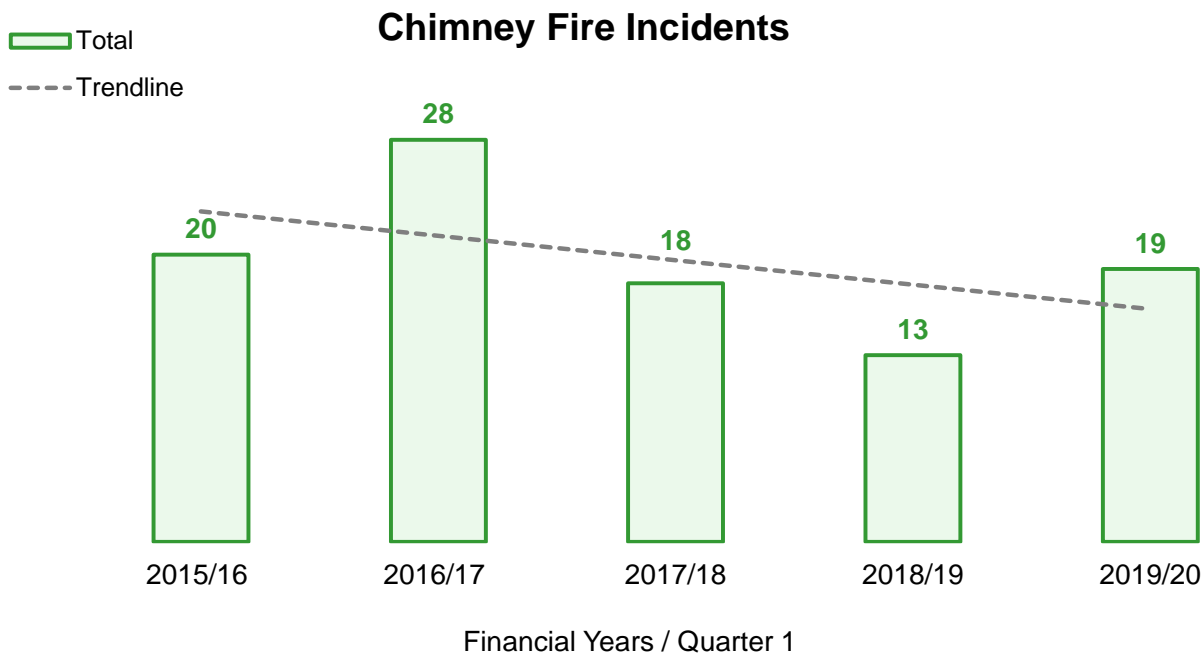

Figure 11 – Chimney Fires: from Q1 2015-16 to Q1 2019-20

Figure 12 shows the distribution of Chimney Fires by fire station ground. It shows that the highest numbers of Chimney Fires were in the Ewyas Harold and Stourport areas (3 incidents), while Worcester and Kidderminster fire station areas had 2 incidents each. Please note that some incident locations may overlap on the map.
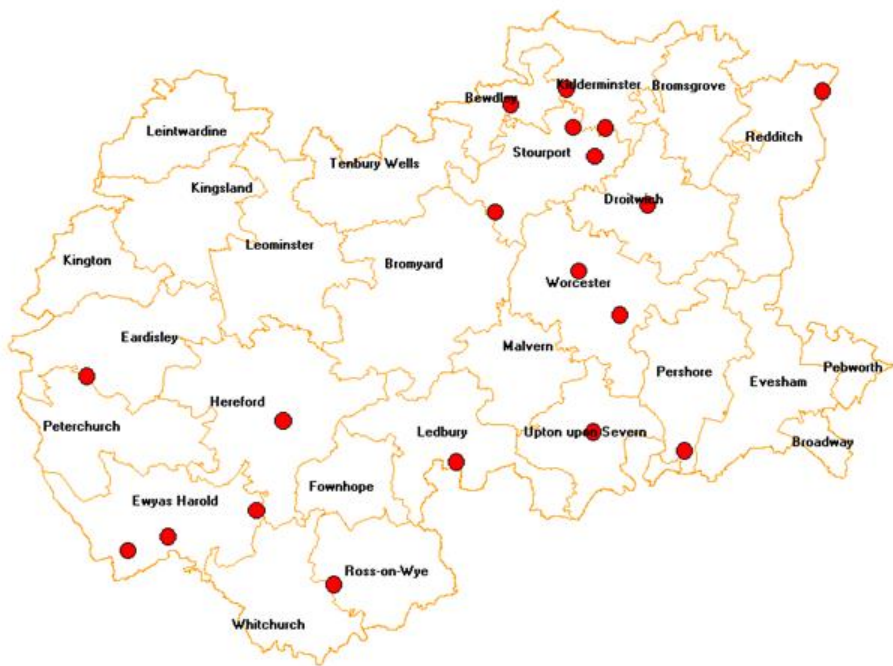

Figure 12 – Chimney Fires per station ground area in Q1 2019-20

2. Operational Activity - Other Non-Fire incidents

Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include Road Traffic Collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 19.24% (91 incidents) in Quarter 1 2019-20 compared to the same period in 2018-19 (Table 7, Figure 13). RTC incidents continue to form the single greatest proportion of Special Service incidents, representing 29.08% of all Special Service incidents.

Table 7 – Special Services

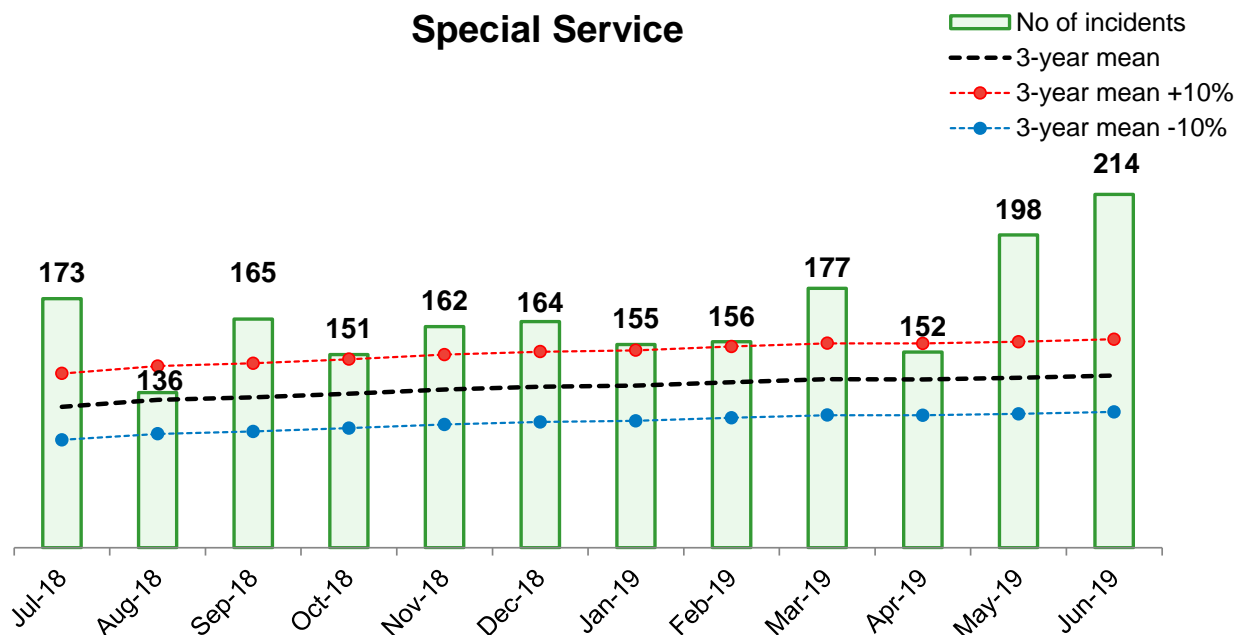| Special Services	Q1 2018-19	Q1 2019-20	change (%)	
RTC	175	164	-9	-6.29
Animal assistance	31	29	-2	-6.45
Assist other agencies	27	98	+71	+262.96
Flooding	45	17	-28	-62.22
Lift release	13	12	-1	-7.69
Rescue or evacuation from water	10	11	+1	+10.00
Other Special Services	172	233	+61	+35.46
Total	**473**	**564**	**+91**	**+19.24**

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

a) The increase in 'Assisting other agencies' by 71 incidents (262.96%) was expected due to the change in operational policies. 60% of the incidents did not provide any additional information, whereas one in four requests was related to gaining entry to a property. In Q1 2019-20 two thirds of the calls came from Police (65 out of 98 incidents). In previous years, the number of calls from Police varied between 31.81% (Q1 2015-16) and 70.00% (Q1 2016-17). The full list of incidents related to gaining access is available through the Operational Policies Department.

b) The number of RTC incidents shows a 6.29% decrease (11 incidents) in Quarter 1 2019-20 compared with the same period in 2018-19.

c) Incidents involving Animal Assistance decreased by 6.45%.

d) Other Special Services incidents increased by 35.46%. These are incidents such as the removal of objects, spills and leaks (non-RTC), provision of advice and securing unsafe structures. In Q1 2019-20 the top 3 categories were 'Other' (41 incidents), 'For medical case' (33 incidents, 78.79% of these calls came from Police) and 'Service not required' (28 incidents).

e) Figure 14 shows the 5-year trend line for the total number of Special Service incidents recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of Special Service incidents consistently increased by 56 incidents, an increase of 280 incidents in 5 years.

Special Service Incidents

Legend:
☐ Other special services ☐ RTC ☐ Assist other agencies
☐ Animal assistance ☐ Flooding ☐ Lift release
■ Rescue or evacuation from water

Year	Other special services	RTC	Assist other agencies	Total
2015/16	112	138	22	326
2016/17	140	149	18	391
2017/18	142	131	25	393
2018/19	172	175	27	473
2019/20	233	164	98	564

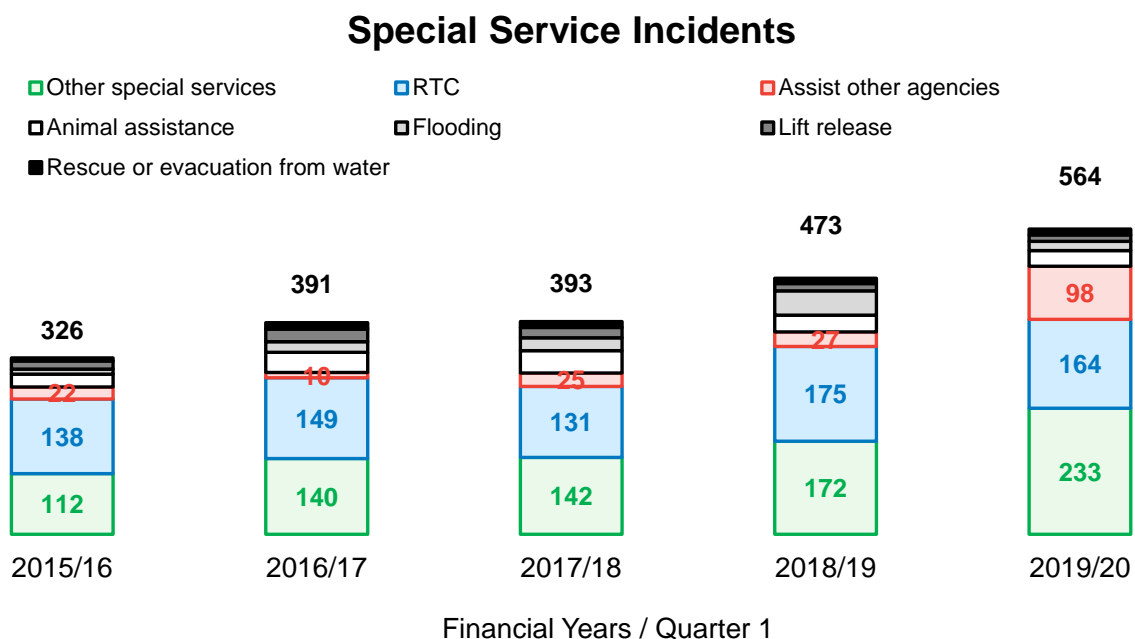Financial Years / Quarter 1

Figure 14 – Special Service incidents: from Q1 2015-16 to Q1 2019-20

2.2. RTC Incidents

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

Table 8 – RTC Incidents

RTC Incidents	Q1 2018-19	Q1 2019-20	change (%)	
Make vehicle safe	103	99	**-4**	**-3.88**
Make scene safe	33	34	**+1**	**+3.03**
Extrication of person/s	19	12	**-7**	**-36.84**
Release of person/s	9	6	**-3**	**-33.33**
Wash down road	0	1	**+1**	**0.00**
Other	11	12	**+1**	**+9.09**
Total	**175**	**164**	**-11**	**-6.29**

a) The number of RTC incidents attended in Q1 2019-20 decreased by 6.29% (11 incidents) compared to the same period in 2018-19 (Table 8). This is mostly accounted for by a decrease in attending 'RTC – Extrication of person/s' (down by 7 incidents) and 'RTC – Release of person/s' (down by 3 incidents).

b) The majority of RTCs involved making vehicles safe (60.37% of all RTC incidents attended).

c) RTC incidents that required the extrication of person/s (using cutting equipment) decreased by 36.84% from 19 to 12 incidents.

d) Fire and Rescue crews attended 3 fatalities involving RTCs in Quarter 1, down by 50.00% when compared to the same period in 2018-19. The 3 fatalities all occurred at separate incidents. The number of people slightly injured in RTCs decreased from 62 to 59, and the number of people seriously injured decreased by 3. The overall number of casualties decreased by 12 people (Table 9, Figure 15).

e) The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

Table 9 – RTC Casualties

RTC Casualty: severity	Q1 2018-19		Q1 2019-20		% change	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	6	6	3	3	**-50.00**	**-50.00**
Victim went to hospital, injuries appear to be Serious	19	22	18	19	**-5.26**	**-13.63**
Victim went to hospital, injuries appear to be Slight	45	62	50	59	**11.11**	**-4.84**
First aid given at scene	14	22	13	19	**-7.14**	**-13.63**
Total	**84**	**112**	**84**	**100**	**0.00**	**-10.71**

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

2015-16 Q1: 2, 22, 72, 13
2016-17 Q1: 6, 14, 68, 16
2017-18 Q1: 1, 18, 52, 24
2018-19 Q1: 6, 22, 62, 22
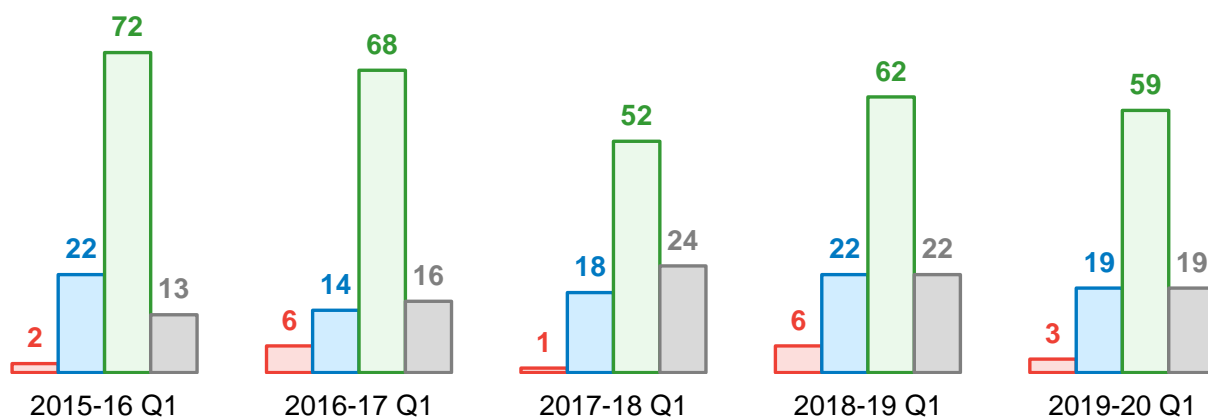**2019-20 Q1**: 3, 19, 59, 19

Figure 15 – RTC Injuries and fatalities quarterly data: from Q1 2015-16 to Q1 2019-20

Figure 16 shows the 5-year trend line for the total number of Road Traffic Collisions recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of Road Traffic Collisions attended consistently increased by 8 incidents, an increase of 40 incidents in 5 years.
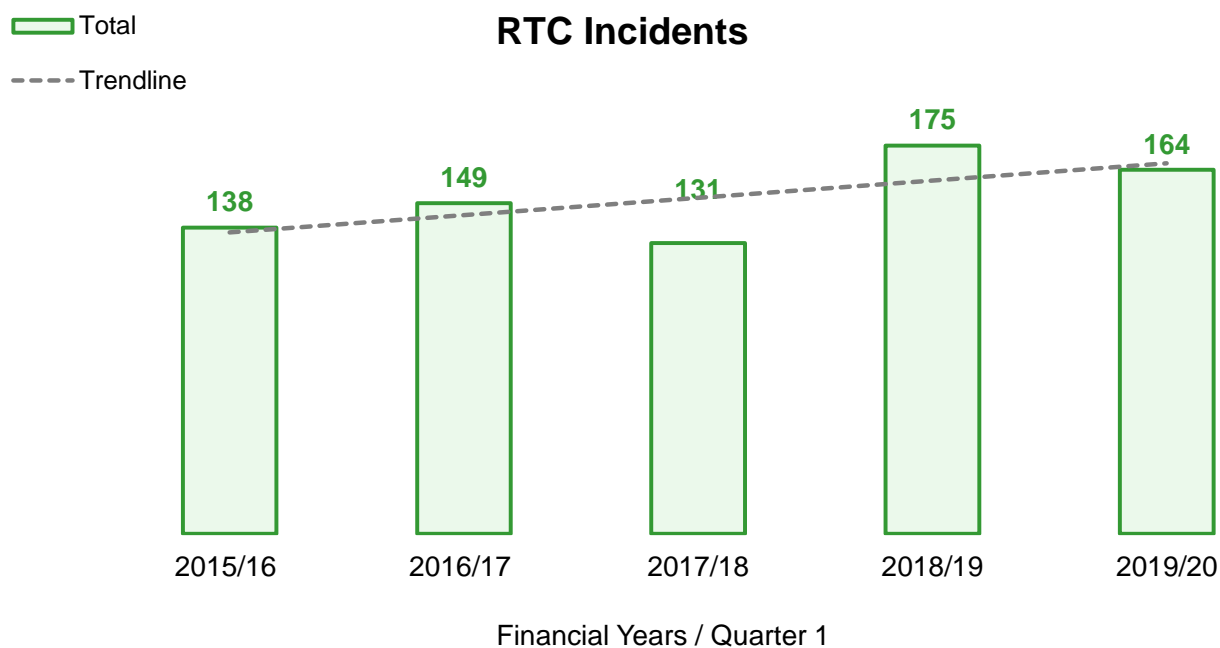
RTC Incidents

- Total
- Trendline

2015/16: 138
2016/17: 149
2017/18: 131
2018/19: 175
2019/20: 164

Financial Years / Quarter 1

Figure 16 – RTC Incidents: from Q1 2015-16 to Q1 2019-20

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarter 1 2018-19 shows a decrease of 69 incidents (8.17%) compared to the same period in 2018-19 (Table 10, Figure 17). Overall, 51.55% of False Alarm calls were for domestic (dwellings and other residential) properties and 48.45% were for non-residential premises.

Fire Alarm Due to Apparatus incidents decreased by 60 incidents (-9.80%) in Q1 2019-20 compared to the same period in 2018-19 (Table 10). The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents decreased by 14 incidents (-6.19%) in Q1 2019-20, compared to the same period in 2018-19. Malicious False Alarms increased from 7 to 12 and they were recorded as follows: 3 in Redditch, 2 in Worcester and Evesham, and 1 in Bromyard, Bromsgrove, Malvern, Stourport and Upton upon Severn.

Figure 18 shows the 5-year trend line for the total number of False Alarms recorded in Q1 between 2015-16 and 2019-20. Analysis shows that for each Q1 period the total number of False Alarms consistently increased by 15 incidents, an increase of 75 incidents in 5 years.

Table 10 – False Alarms

Category	Q1 2018-19	Q1 2019-20	change (%)	
Malicious false alarms	7	12	**+5**	**+71.43**
Good intent false alarms	226	212	**-14**	**-6.19**
Fire alarm due to apparatus	612	552	**-60**	**-9.80**
Total	**845**	**776**	**-69**	**-8.17**
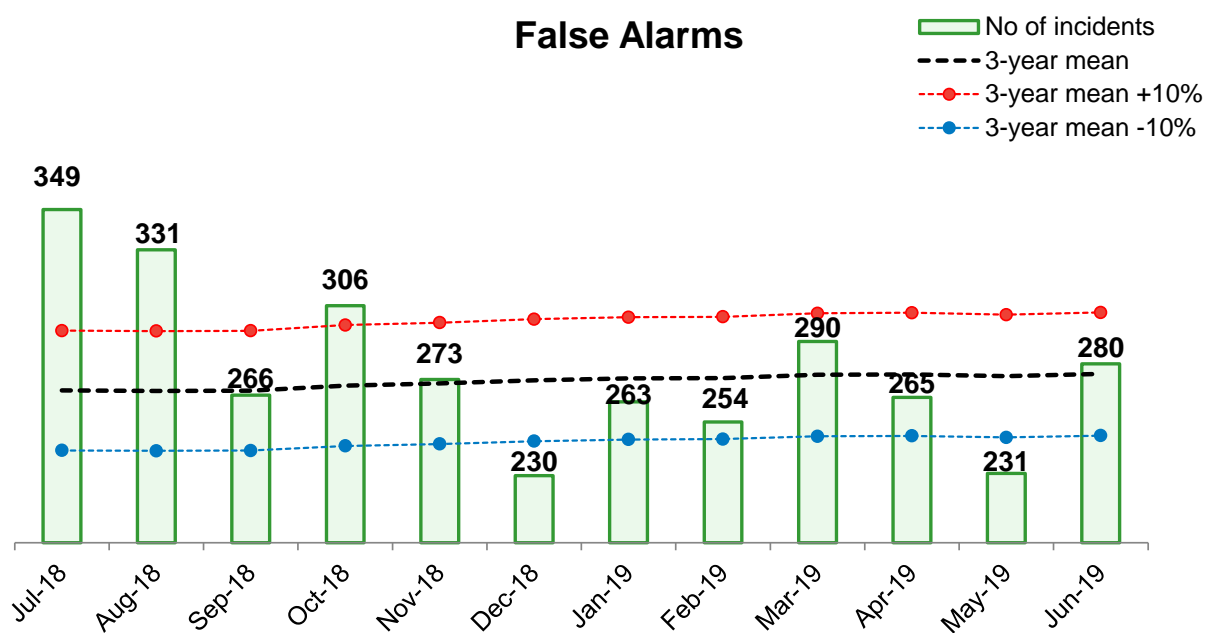
Figure 17 – False Alarm incidents per month: from Jul 2018 to Jun 2019

False Alarms Incidents

Total
- - - - Linear (Total)

721   802   776   845   776

2015/16   2016/17   2017/18   2018/19   2019/20
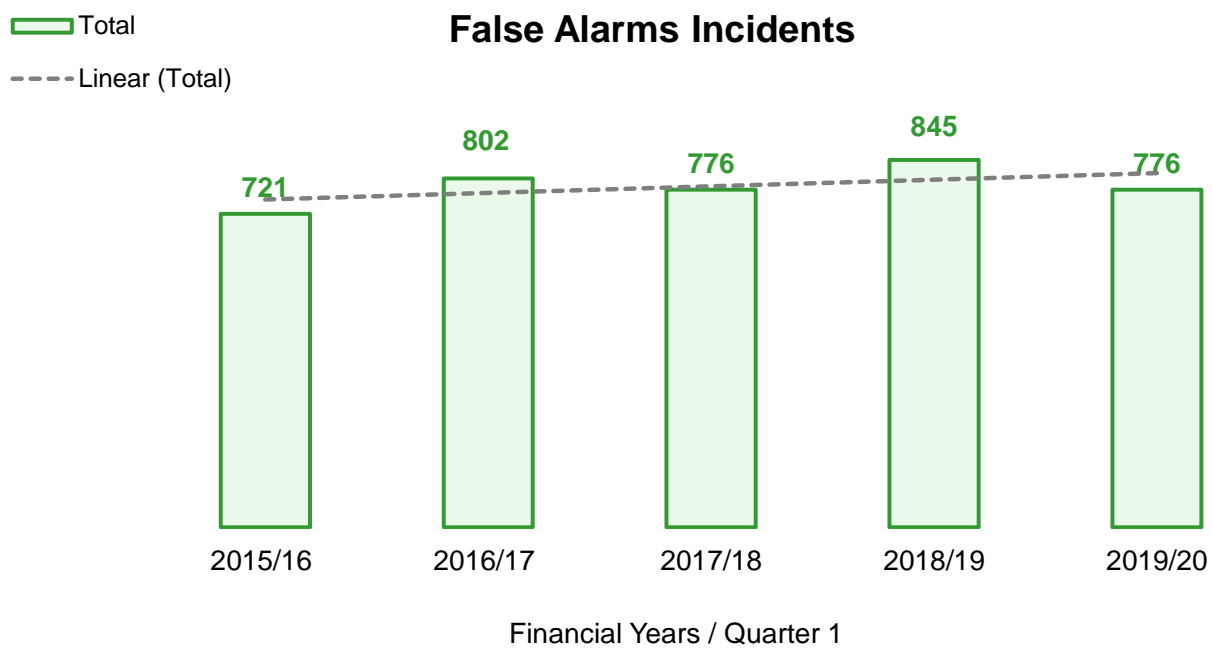
Financial Years / Quarter 1

Figure 18 – False Alarm incidents: from Q1 2015-16 to Q1 2019-20

3. Absence Management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system (Figure 19). The sickness level for all staff in Q1 2019-20 has increased overall to 3.03 days when compared to 2.06 days lost per head in Q1 in 2018-19. This is significantly above the 5-year average of 1.81 days lost per head. More details can be found in Table 11.
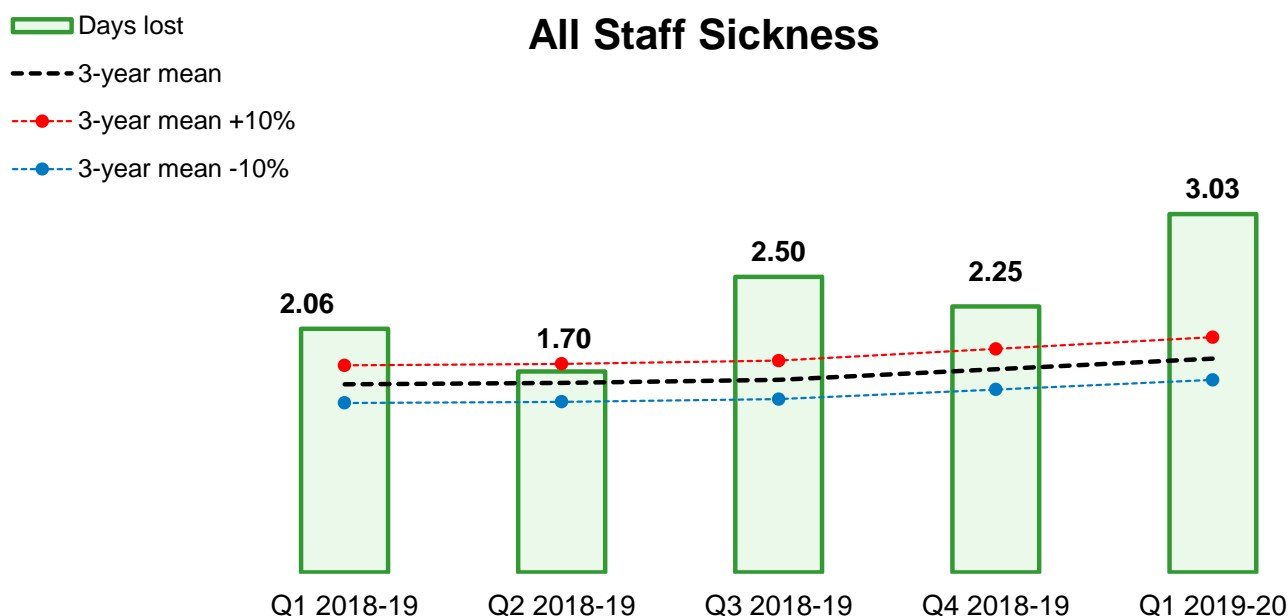
3.1. All Staff Sickness

Figure 19 – All Staff Sickness: from Q1 2015-16 to Q1 2019-20

Table 11 – All Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Quarter 1	1.10	1.93	3.03
Quarter 2			
Quarter 3			
Quarter 4			

Long-term sickness continues to form the greatest proportion of All Staff sickness.

Figure 20 shows the 5-year trend line for the All Staff Sickness (the number of days/shifts lost per head) recorded in Q1 between 2015-16 and 2019-20. Time cannot be used as a predicting variable for the increasing number of days/shifts lost per head, since the model is of a very poor fit.
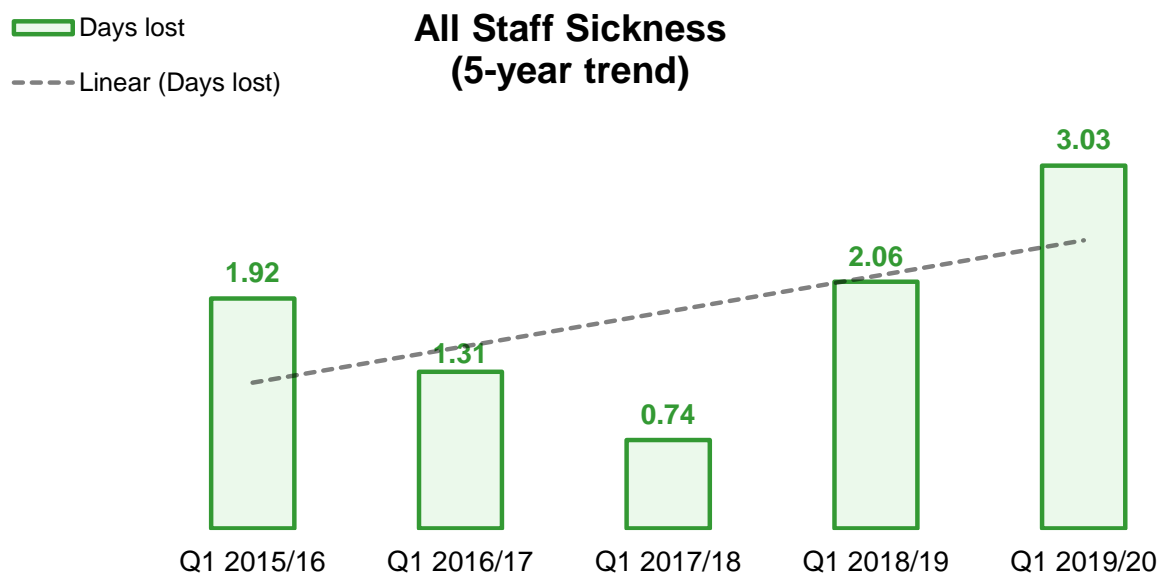
Figure 20 – All Staff Sickness: from Q1 2015-16 to Q1 2019-20

3.2. Non-Uniformed Staff Sickness

Non-Uniformed Staff Sickness increased in Q1 2019-20 to 4.47 days lost per head (Figure 21, Table 12). During the same period in 2018-19, Non-Uniformed Staff Sickness was at a lower level (1.42 days).
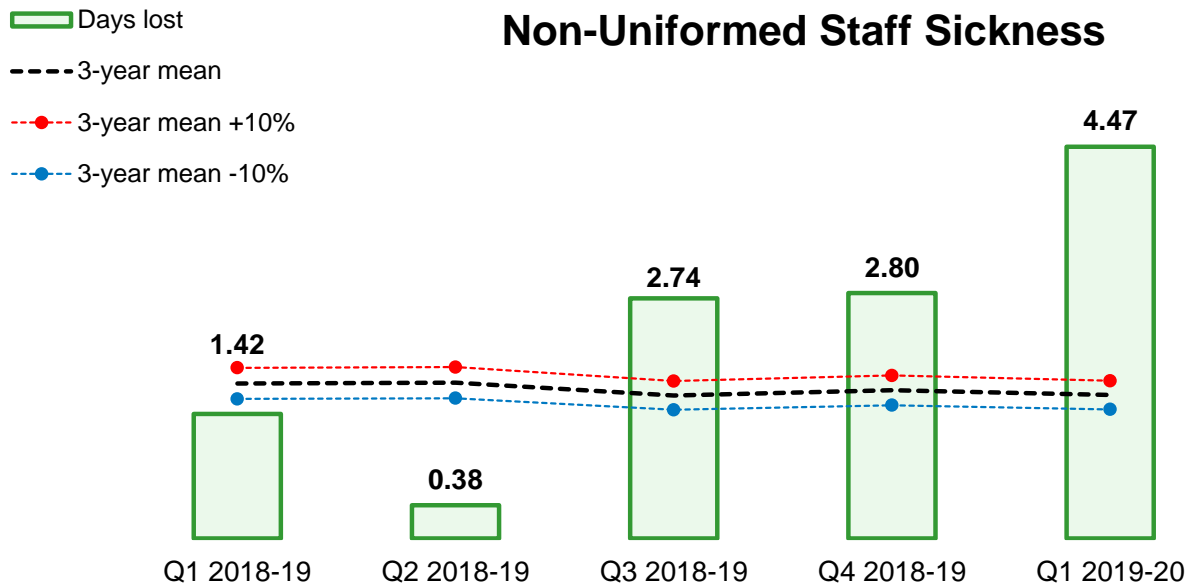
Figure 21 – Non-Uniformed Staff Sickness: from Q1 2015-16 to Q1 2019-20

Table 12 - Non-Uniformed Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-Uniformed Staff Sickness per head (days lost)
Quarter 1	2.01	2.46	4.47
Quarter 2			
Quarter 3			
Quarter 4			

Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff.

By occurrence the most frequently recorded reason for absence in Q1 2019-20 were respiratory infections (cold / influenza) and gastro-intestinal issues.

By number of days lost the most significant reason for absence in Q1 2019-20 were musculo-skeletal pain (back) and stress.

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness increased in Q1 2019-20 to 2.38 days lost per head (Figure 22, Table 13). However, during the same period in 2018-19, Wholetime Staff Sickness was at a slightly higher level (2.41 days lost per head).

Wholetime Firefighters Sickness

Legend:
- Days lost
- 3-year mean
- 3-year mean +10%
- 3-year mean -10%

| Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20
2.41	2.23	2.16	2.34	2.38
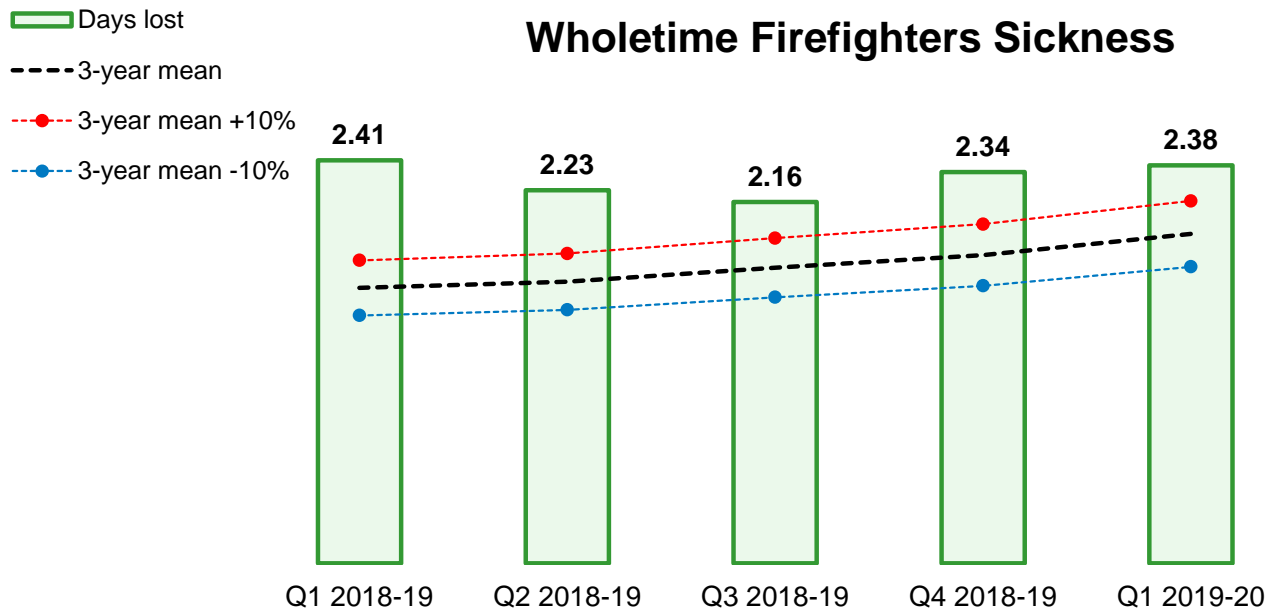
Figure 22 – Wholetime Staff Sickness: from Q1 2015-16 to Q1 2019-20

Table 13 – Wholetime Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.71	1.67	2.38
Quarter 2			
Quarter 3			
Quarter 4			

By occurrence the most frequently recorded reason for absence in Q1 2019-20 were respiratory infections (cold / influenza).

By number of days lost the most significant reason for absence in Q1 2019-20 were musculo skeletal (lower limb) issues.

3.4 Comparative All Staff Sickness

To illustrate of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council (WCC), whose sickness figures are most readily available (Table 14).

Table 14 – Comparative All Staff Sickness

Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Worcestershire County Council	0.53	1.54	2.07
Herefordshire Council			2.22
HWFRS	1.10	1.93	3.03

The latest figures for Q1 2019-20 show that the Service's overall staff sickness levels are slightly higher than the 2.07 at Worcestershire County Council and 2.22 days lost per head at Herefordshire County Council.

Figures for other Fire and Rescue Services are generally only available a quarter in arrears. The latest available figures for Q1-Q4 2018-19 from Shropshire FRS were not available to compare.

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Total Incidents, Total Fires, Primary Fires and Secondary Fires were within the range of tolerance or below for Q1 2019-20. The total number of Special Services and All Staff Sickness were outside the tolerance level during this quarter, as was the first attendance by a fire appliance at Primary Building Fires within 10 minutes. As previously explained at 2.1 above, the increase in the total number of Special Services incidents attended relates to the change in operational policy.

4.1 Attendance Standards – First Fire Appliance at Primary Building Fires

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first fire appliance to arrive at all Primary Building Fires within 10 minutes on at least 75% of occasions.

The total number of Primary Building Fires in Quarter 1 2019-20 was 142, which is a 24.47% decrease compared to the same period in 2018-19.

The percentage of Primary Building Fires* attended by the first fire appliance within 10 minutes during Quarter 1 2019-20 was 47.89% which is down by 12.75% compared to the same period in 2018-19 (Table 15).

* It should be noted that calculations are based on available records downloaded directly from the Fire Control's Command and Control System (Brigid), which have been quality checked. During Q1 2019-20, 1 out of 142 (0.70%) records were not included compared to 4 in Q1 2018-19 (2.13%).

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

First fire appliance attendance	Q1 2018-19		Q1 2019-20	
Primary Building Fires attended within 10 minutes	114	**60.64%**	68	**47.89%**
Primary Building Fires not attended within 10 minutes	70	**37.23%**	73	**51.41%**
* Discarded incidents due to missing information	4	**2.13%**	1	**0.70%**
Total	188	100.00%	142	100.00%

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

First fire appliance attendance (average times)	Q1 2018-19 (mm:ss)	Q1 2019-20 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:38*	01:28*
Travel time (Mobile Time until Appliance Arrival at Scene)	08:32*	09:13*
Time of Call to Arrival at Scene	**10:11***	**10:41***

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

This benchmark or measurement standard does not alter how quickly the Service attend incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues, for example fewer incidents in built up areas and more incidents proportionally outside of towns and cities and weather/road conditions. All of this may increase the average time taken to attend incidents across both counties.

The attendance standard was developed prior to the introduction of the current Fire Control system and there is no exact match between a time recorded in the current system and the time used under the old method to record the time of call. The nearest time in the current system would be "Incident Created", which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest fire appliance.

The average time for the first fire appliance attendance at all Primary Building Fires in Q1 2019-20 was 10 minutes and 41 seconds, an increase of 4.91% of delay compared with Q1 2018-19 (Table 16).

In Q1 2019-20 the first fire appliance did not meet the Attendance Standard on 73 occasions out of the 142 Primary Building Fires attended* (Table 17). The main reason cited by crews for the first fire appliances not attending Primary Building Fires within 10 minutes was travel distance to the incident (43.66% of incidents). The top three reasons for not meeting the attendance standard are listed in Table 17.

* This statistic is based on information provided by firefighters in the incident reports (Question 2.14) which is subjective in nature.

Table 17 – Attendance Standard – Primary Building Fires

Reason for not meeting attendance standard	Number of incidents	%
Travel distance to the incident	31	**42.47**
Turn in time (Retained and Day crew only)	23	**31.51**
Appliance not booked in attendance	5	**6.85**
Other	12	**16.44**
Incidents not recorded by OICs as Attendance Standard Not Met	2	**2.74**
Total	73	100.00

5. On-Call (Retained) Availability

The Gartan* report was produced on 9th July 2019 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance decreased by 4.75%, when compared with the same period of 2018-19 (Table 18).

From 1st March 2019, Wholetime appliances at Droitwich, Evesham and Malvern were retained at night (18:00-08:00) and therefore a weighted average has been applied to calculate availability of first On-call appliances at these locations. A direct comparison has not been included against the previous year due to the change in crewing.

*Gartan is an online availability management system.

Table 18 – Incidents per station ground Q1 2019-20

Station	County	Q1 2018-19	Q1 2019-20	% change
Bromyard	Herefordshire	96.40%	97.23%	+0.83%
Eardisley	Herefordshire	91.40%	95.72%	+4.32%
Ewyas Harold	Herefordshire	98.50%	99.97%	+1.47%
Fownhope	Herefordshire	97.40%	90.95%	-6.45%
Hereford	Herefordshire	98.50%	97.62%	-0.88%
Kingsland	Herefordshire	99.30%	97.72%	-1.58%
Kington	Herefordshire	95.30%	96.59%	+1.29%
Ledbury	Herefordshire	98.90%	99.65%	+0.75%
Leintwardine	Herefordshire	98.00%	96.78%	-1.22%
Leominster	Herefordshire	100.00%	99.92%	-0.08%
Peterchurch	Herefordshire	68.70%	60.59%	-8.11%
Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
Whitchurch	Herefordshire	77.40%	72.40%	-5.00%
Bewdley	Worcestershire	69.00%	56.66%	-12.34%
Broadway	Worcestershire	80.10%	30.48%	-49.62%
Bromsgrove	Worcestershire	80.80%	48.10%	-32.70%
Droitwich Spa	Worcestershire	-	64.88%	-
Evesham	Worcestershire	-	94.02%	-
Kidderminster	Worcestershire	46.40%	71.38%	+24.98%
Malvern	Worcestershire	-	89.42%	-
Pebworth	Worcestershire	90.20%	83.99%	-6.21%
Pershore	Worcestershire	93.40%	93.53%	+0.13%
Redditch	Worcestershire	99.40%	85.34%	-14.06%
Stourport	Worcestershire	73.00%	68.10%	-4.90%
Tenbury	Worcestershire	99.40%	99.63%	+0.23%
Upton upon Severn	Worcestershire	92.20%	91.68%	-0.52%
Worcester	Worcestershire	94.10%	94.46%	+0.36%
Total		**89.08[a]**	**84.33[a]**	**-4.75%**

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

5.1 Number of incidents per station ground

Table 19 shows the number of incidents recorded in each fire station ground area* in Q1 2019-20.

Table 19 – Incidents per station ground Q1 2019-20

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromyard	Herefordshire	5	7	4	16
Eardisley	Herefordshire	4	4	0	8
Ewyas Harold	Herefordshire	5	3	2	10
Fownhope	Herefordshire	2	4	1	7
Hereford	Herefordshire	40	61	73	174
Kingsland	Herefordshire	1	4	4	9
Kington	Herefordshire	0	3	1	4
Ledbury	Herefordshire	8	12	19	39
Leintwardine	Herefordshire	4	1	1	6
Leominster	Herefordshire	6	16	18	40
Peterchurch	Herefordshire	7	2	3	12
Ross-on-Wye	Herefordshire	14	20	11	45
Whitchurch	Herefordshire	2	10	3	15
Bewdley	Worcestershire	11	5	6	22
Broadway	Worcestershire	3	2	3	8
Bromsgrove	Worcestershire	29	51	66	146
Droitwich Spa	Worcestershire	25	24	39	88
Evesham	Worcestershire	27	25	57	109
Kidderminster	Worcestershire	53	56	71	180
Malvern	Worcestershire	16	24	45	85
Pebworth	Worcestershire	3	0	2	5
Pershore	Worcestershire	14	12	12	38
Redditch	Worcestershire	71	67	127	265
Stourport	Worcestershire	25	24	32	81
Tenbury	Worcestershire	6	4	0	10
Upton upon Severn	Worcestershire	5	10	10	25
Worcester	Worcestershire	77	113	166	356
Total		**463**	**564**	**776**	**1,803**
		25.68%	**31.28%**	**43.04%**	**100.00%**

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