

Appendix 1

Fire Authority 2016-17 Performance Report: Quarter 1 and 2

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 On-Call Firefighter availability.

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

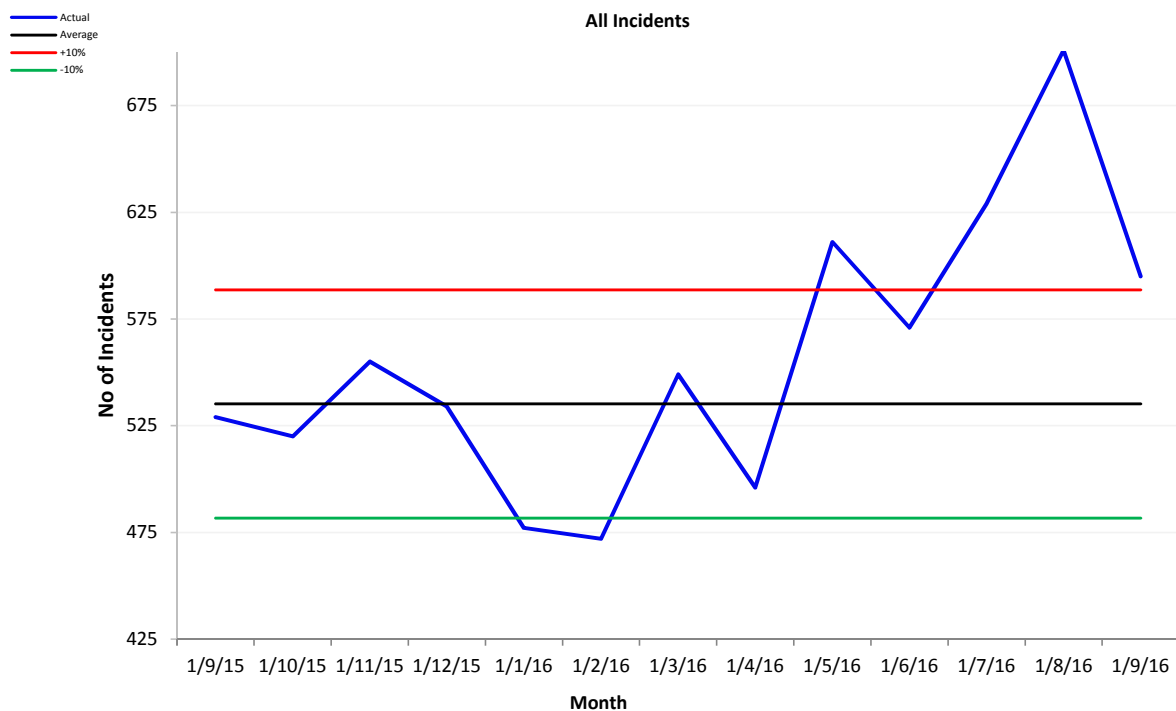
1. Operational Activity

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, lift rescues, spills and leaks and animal rescues.*

1.1. Total Incidents Attended

The total number of incidents attended in Q1 & Q2 2016-17 was 3,603, which is an increase of 7.5% (251 incidents) compared with Q1 & Q2 in 2015-16. The majority of the increase is accounted for by a rise of 11.8% (187 incidents) in False Alarm incidents (predominately automatic fire alarms) followed by Special Service 11.9% (83 incidents). Fire incidents were down (19 incidents) a fall of 1.8%.

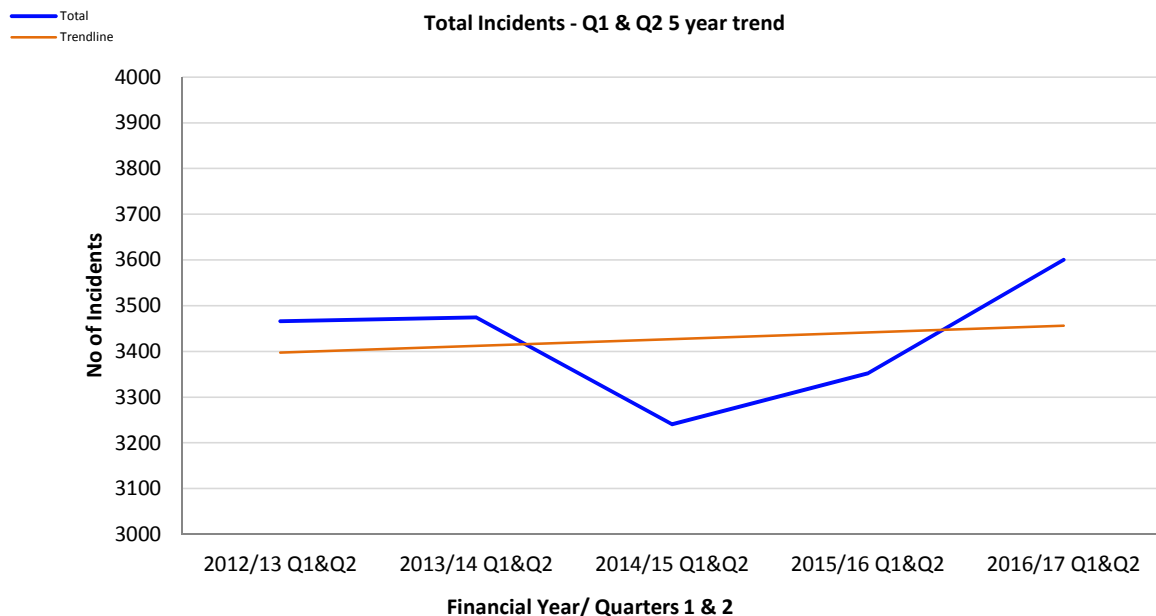


(Figure 1 – Total Incidents per month: Sep 2015 to Sep 2016)

Total Incidents	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
All Fires	1076	1057	-1.8
Special Services	695	778	11.9
False Alarms	1581	1768	11.8
Total Incidents	3352	3603	7.5

(Table 1 – Total Incidents: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

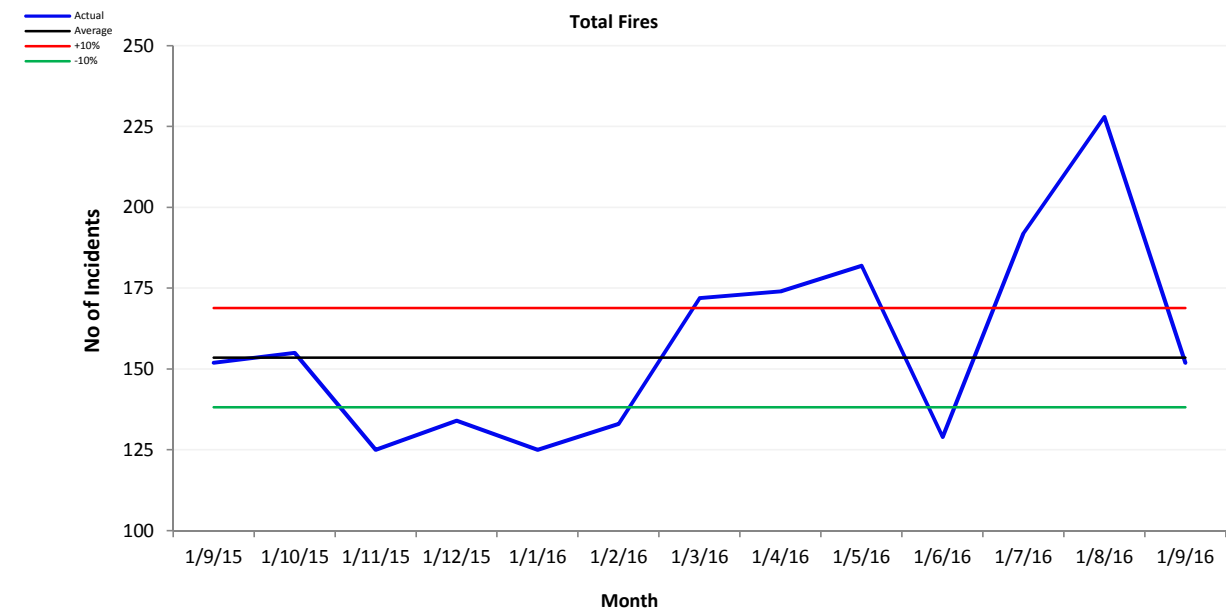
- Total Fire incidents, which include Primary, Secondary and Chimney Fires, were 1.8% lower (19 incidents) than over the same period in 2015-16. This is largely accounted for by an 8.2% decrease in the number of Secondary Fires, though the number of Primary Fires increased by 16 incidents and still represent the largest proportion (52.0%) of all fires attended.
- The number of Special Service incidents have increased by 11.9% (83 incidents) compared with the same period in 2015-16.
- The number of False Alarm incidents increased by 11.8% (187 incidents) compared with the same period in 2015-16.
- The number of incidents attended has remained relatively consistent at around 3,450 incidents in each Quarter 1 & 2 for the last 5 years.



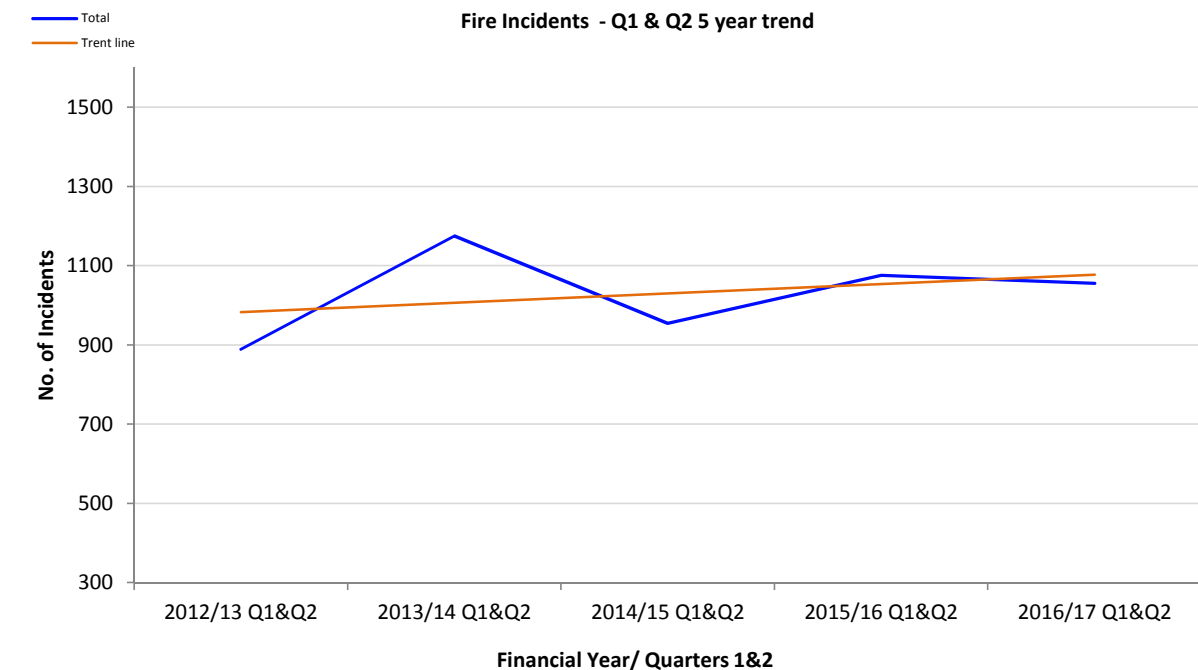
(Figure 2 – All Incidents: Q1 & Q2 2012-13 to Q1 & Q2 2016-17)

1.2 Total Number of Fires

The number of fires have reduced by 1.8% (19 incidents) in Quarter 1 & 2 2016-17 compared with the same period in 2015-16. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months from May to August. Figure 4 shows that the total number of fires in Quarter 1 & 2 has remained relatively consistent at around 1000 over the last 5 years.



(Figure 3 – Total Fires per month: Sep 2015 to Sep 2016)



(Figure 4 – Fire Incidents: Q1 & Q2 2012-13 to Q1 & Q2 2016-17)

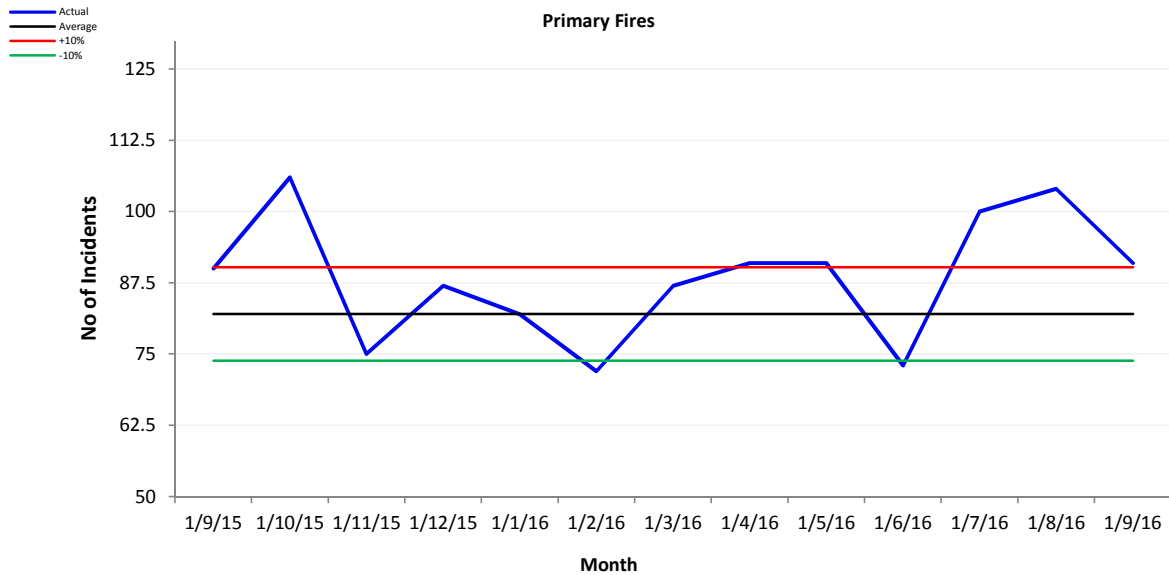
Total Fires	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Primary Fires	534	550	3.0
Secondary Fires	515	473	-8.2
Chimney Fires	27	34	25.9
Total Fires	1076	1057	-1.8

(Table 2 –Total Fires: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

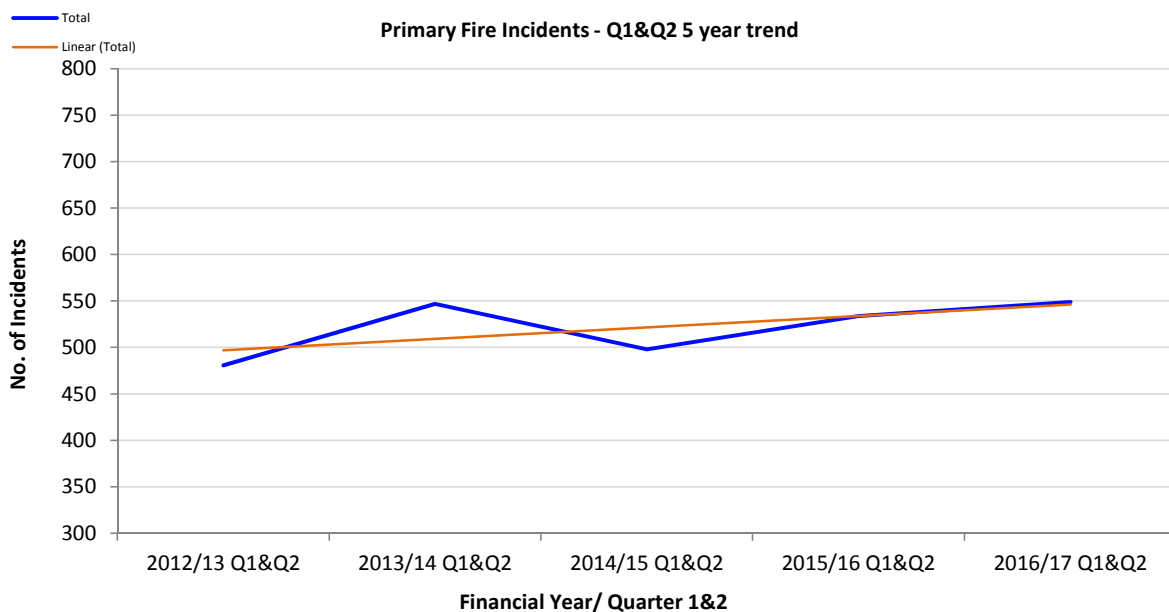
- There were 16 more Primary Fire incidents in Quarter 1 & 2 of 2016-17 than there were in the same period in 2015-16, representing an increase of 3.0%.
- The number of Secondary Fires decreased by 42 incidents (8.2%) compared with the same period in 2015-16.
- The number of Chimney Fires increased by 7 incidents (25.9%) compared with the same period in 2015-16. 27 of the 28 incidents occurred in April due to unseasonably cold weather.
- During Quarter 1 & 2, Community Risk activity included 1756 Home Fire Safety Checks (HFSCs) which target vulnerable households, 369 Business Fire Safety Checks (BFSCs) and 561 Signposting referrals to other support agencies.
- The Service delivered a Business Fire Safety initiative in Quarter 2 focusing on securing means of escape from residential properties above commercial premises.

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. In Quarter 1 & 2 of 2016-17, there were 13 more Building Fires than in the same period of 2015-16. Outdoor Fires increased by 1 incident with Vehicle & Transport Fires increased by 2 when compared with the same period in 2015-16. Building Fires continue to represent the greatest proportion (52.0%) of all Primary Fires. Overall, the number of Primary Fires in Q1 & Q2 has remained relatively consistent at around 530 over the last 5 years (shown in Figure 6 below).



(Figure 5 – Primary Fires per month: Sep 2015 to Sep 2016)



(Figure 6 – Primary Fires: Q1 & Q2 2012-13 and Q1 & Q2 2016-17)

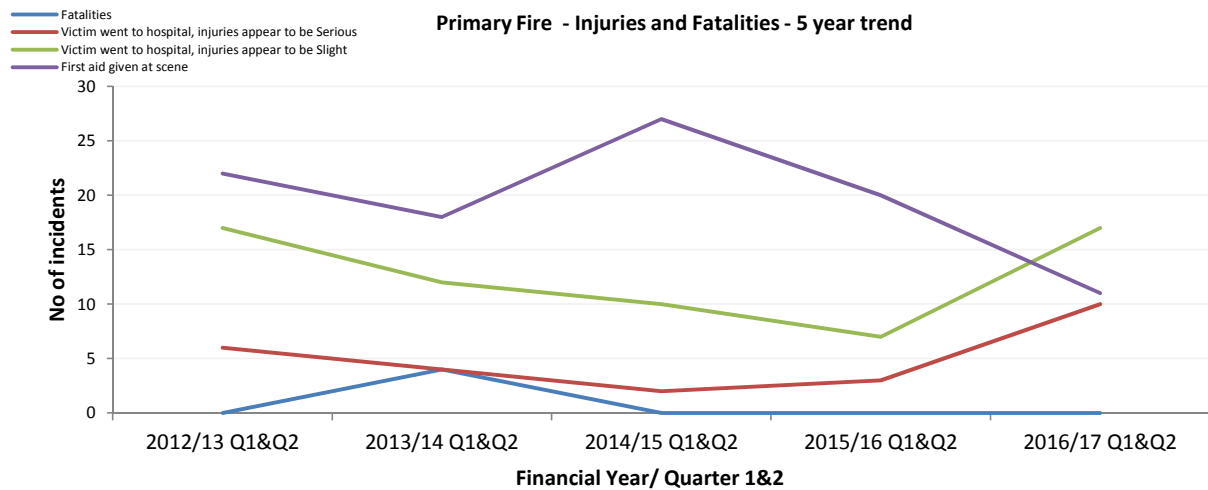
Primary Fires	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Building Fires	307	320	4.2
Vehicle & Transport Fires	160	162	1.3
Outdoor Fires	67	68	1.5
Total	534	550	3.0

(Table 3 – Primary Fires: Q1 & Q2 2015-16 and Q1&Q2 2016-17)

- The number of Building Fires increased by 4.2% compared with the same period in 2015-16.
- Technical Fire Safety continue to work with businesses and post-fire audits are completed following all fires in business premises.
- Vehicle & Transport Fires increased by 1.3% (2 incidents) compared with the same period in 2015-16. Car Fires continue to account for the greatest proportion (56.2%) in this category, with 91 incidents.
- Primary Outdoor Fires are at a similar level with (68 incidents) in 2016-17 compared with (67 incidents) in the same period in 2015-16. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.

Primary Fires Casualty: severity	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Fatalities	0	0	0.0
Victim went to hospital, injuries appear to be serious	3	10	233.3
Victim went to hospital, injuries appear to be slight	24	17	-29.2
First aid given at scene	20	11	-45.0
Total	47	38	-19.1

(Table 4 – Primary Fires Casualties: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

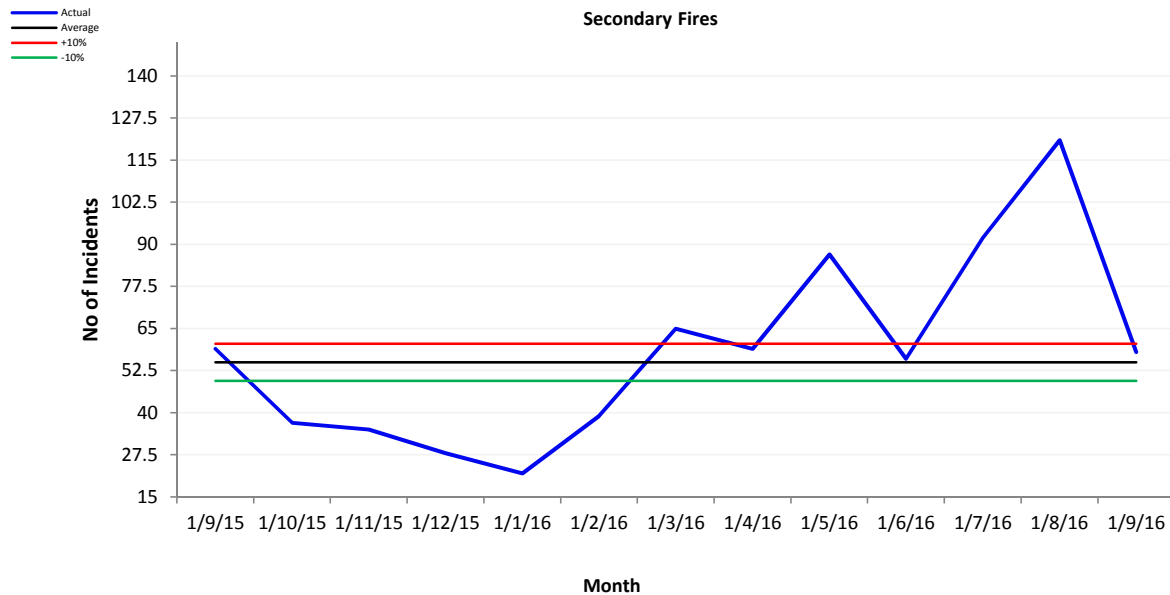


(Figure 7 – Primary Fires: Q1 & Q2 2012-13 and Q1 & Q2 2016-17)

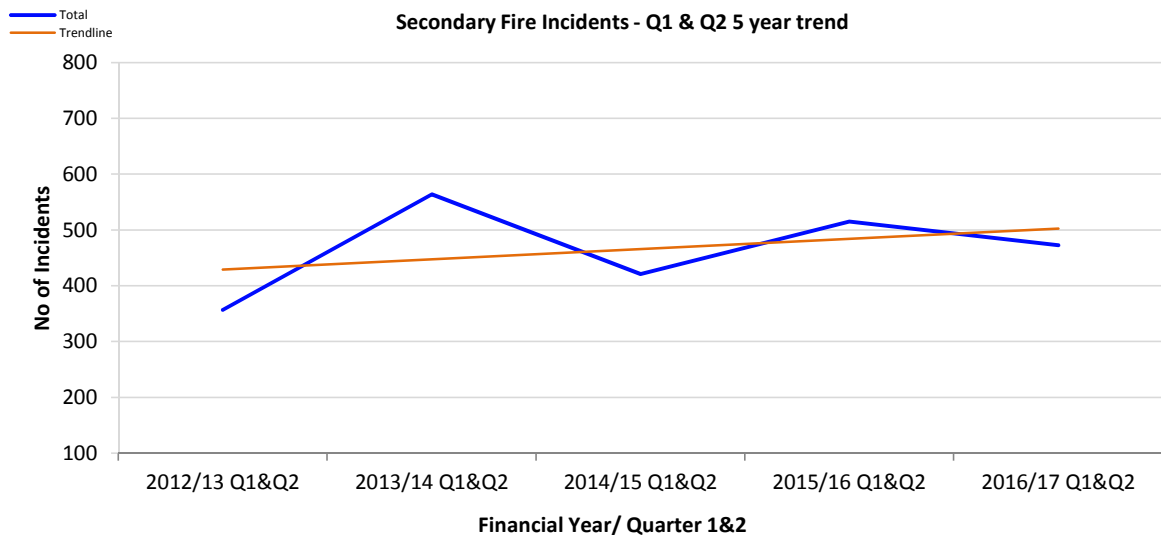
- There were no fatalities at Primary Fires during Q1 & Q2 2016-17, which is the same as the same period in 2015-16.
- Casualties who attended hospital with apparent 'serious' injuries increased from 3 to 10; however those who attended hospital with apparent 'slight' injuries decreased from 24 to 17.
- The greatest proportion of injuries reported were under the categories 'Victim went to hospital, injuries appear to be Slight' and 'First Aid given at scene' which have both reduced to 29.2% and 45.0% respectively when compared with the same period in 2015-16.
- For more information on Community Risk Activity - See Appendix 2

1.4 Secondary Fires

Secondary Fires include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was an 8.2% decrease (42 incidents) in Secondary Fires in Quarter 1 & 2 of 2016-17 compared with the same period in 2015-16. This is mostly accounted for by a decrease in Outdoor Fires (mainly Grassland, Woodland and Crop Fires) due to the wetter than usual Quarter 1 & 2 of 2016, compared to 2015. Figure 8 shows that despite the increases in the summer months of 2016, the overall number of Secondary Fires in Q1 & Q2 has remained relatively consistent at around 450 over the last 5 years.



(Figure 8 – Secondary Fires per month: June 2015 - June 2016)



(Figure 9 – Secondary Fires: Q1 & Q2 2012-13 to Q1 & Q2 2016-17)

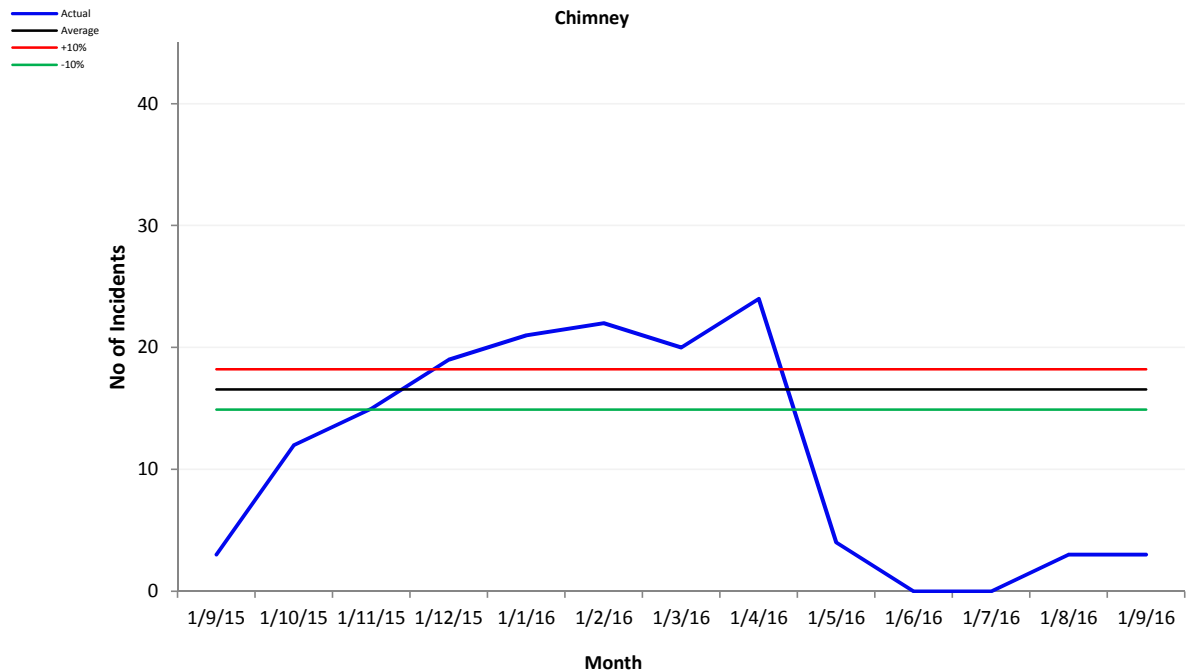
Secondary Fires	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Grassland, Woodland and Crop	226	190	-15.9
Other Outdoors (including land)	141	127	-9.9
Outdoor equipment & machinery	9	11	22.2
Outdoor Structures	116	106	-8.6
Building & Transport	23	39	69.6
Total	515	473	-8.2

(Table 5 – Secondary Fires: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

- Grassland, Woodland and Crop Fires represent the greatest proportion (40.2%) of all Secondary Fires.
- The Service carried out two safety campaigns during Quarters 1 & 2 - "Barbecue Safety" in May and "Setup Camp" in June.

1.5. Chimney Fires

The number of Chimney Fires has increased by 7 incidents, from 27 to 34 in Quarter 1 & 2 of 2016-17, compared to the same period of 2015-16. The largest increase occurred during April as the weather was unseasonably mild.



(Figure 10 - Chimney Fires per month: Sep 2015 to Sep 2016)

Chimney Fires	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
April	13	24	84.6
May	6	4	-33.3
June	1	0	-100.0
July	2	0	-100.0
August	2	3	50.0
September	3	3	0.0
October			
November			
December			
January			
February			
March			
Total	27	34	25.9

(Table 6 – Chimney Fires: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

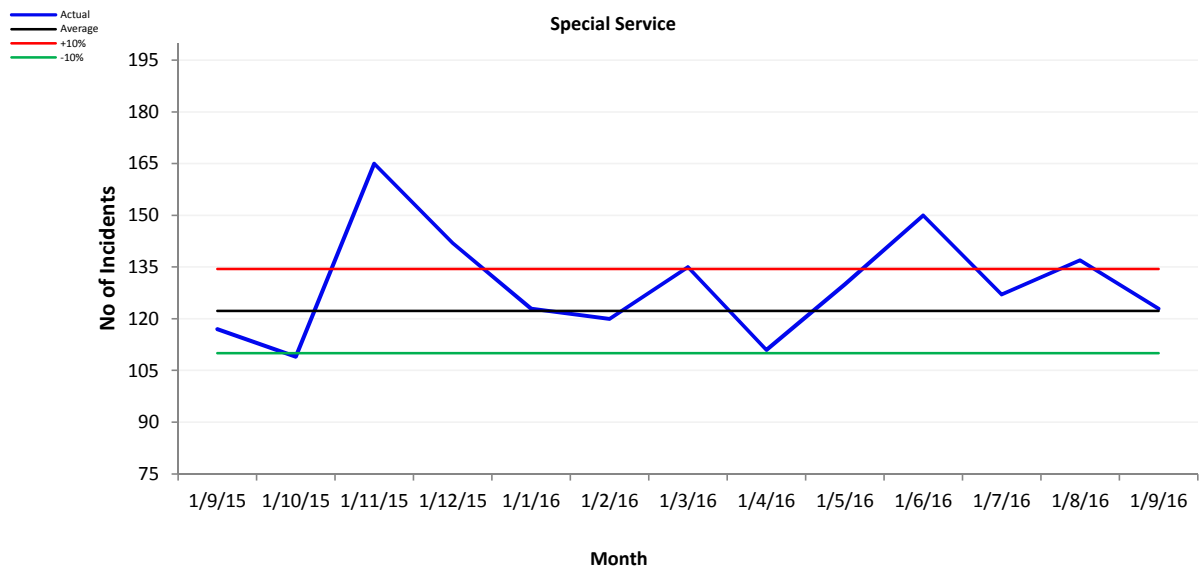
- The total number of Chimney Fires in Quarter 1 & 2 of 2016-17 was up by 7 incidents (26%) compared with the period in 2015-16. 24 of the 34 Chimney Fires occurred in April when the mean temperature was 2 degrees lower than the same period in the previous year.
- Information on Chimney safety is currently available on HWFRS's website <http://www.hwfire.org.uk/safety-and-advice/home-safety/> along with links to relevant external organisations. The website advice aligns to advice/guidance issued by accredited trade bodies and associations, national and/or local government departments and lead agencies.
- The most recent campaign, with regard to chimney fires, was National Chimney Fire Safety Week Campaign from 5-11 September 2016. This event was highlighted on our service website homepage 'headline' banner throughout September. Information given here aligned with National fire safety advice as issued by CFA and HM Government.
- The Service are investigating sources of ignition, analysing trends and comparing figures against national statistics through 'CFA Communities'. We continue to review safety advice provided by national trade bodies and associations, such as 'HETAS', given in relation to preventing fires and link this to our website safety pages as appropriate and further using it to inform our future advice to the public.
- The Service take a proactive approach to changes in weather patterns and promote awareness through social media, newspaper and radio.

2. Operational Activity - Other Non-Fire incidents

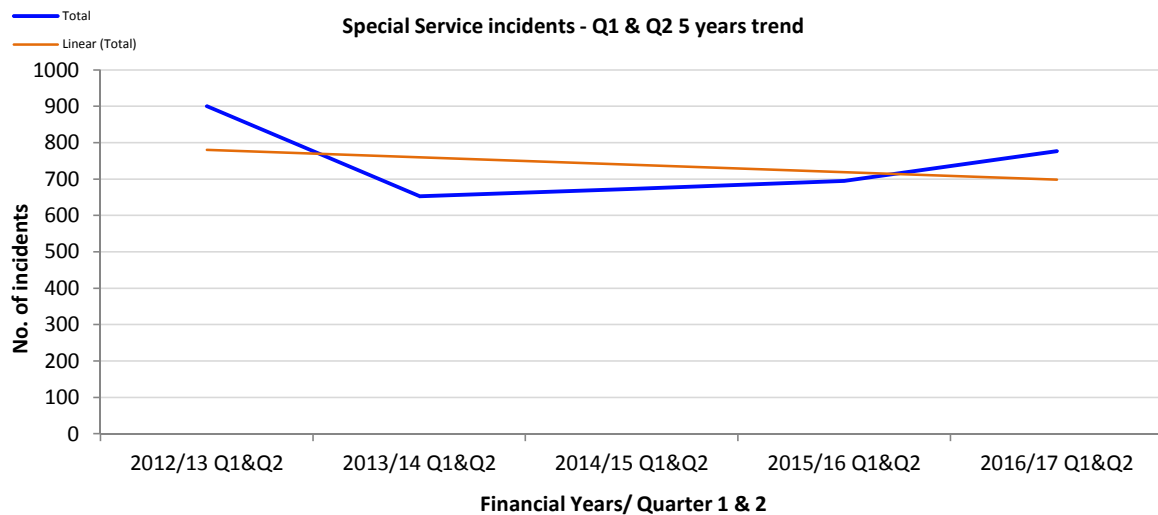
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 11.9% (83 incidents) in Quarter 1 & 2 of 2016-17 compared to the same period in 2015-16. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 39.8% of all Special Service incidents.



(Figure 11 – Special Service incidents per month: Sep 2015 to Sep 2016)



(Figure 12 – Special Service incidents: Q1 & Q2 2012-13 and Q1 & Q2 2016-17)

Special Services	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
RTC Incidents	304	309	1.6
Flooding	27	34	25.9
Rescue/Evacuation from Water	15	16	6.7
Animal Assistance	50	72	44.0
Other Special Services	299	347	16.1
Total	695	778	11.9

(Table 7 – Special Services: Q1&Q2 2015-16 and Q1&Q2 2016-17)

- The number of RTC incidents shows a 1.6% increase (5 incidents) in Quarter 1 & 2 2016-17 compared with the same period in 2015-16.
- There was an increase in the number of Flooding and Rescue/Evacuation from Water incidents in Quarter 1 & 2 of 2016-17 (8 incidents).
- The Service ran two Water Safety Awareness Weeks in May and June 2016.
- Despite a spike in 2012-13, caused by 3 days of severe flooding, the number of Special Service incidents has remained relatively consistent over the last 5 year (as shown in Figure 12).
- Other Special Services incidents increased by 48 incidents. These are incidents such as removal of objects, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies.

2.2. RTC Incidents

Road Traffic Collision incident numbers reflect the total number of incidents attended by HWFRS occurring across the two counties of Herefordshire and Worcestershire.

The number of RTC incidents attended in Q1 & Q2 increased by 1.6% (5 incidents) compared to the same period in 2015-16. This can be attributed to an increase in making the scene safe (21 incidents). The majority of these incidents involved making vehicles safe (56.3% of all RTC incidents attended). Fire and Rescue crews attended 8 fatalities involving RTCs in Quarter 1 & 2, compared to 3 in the same period in 2015-16. The number of people seriously injured in RTCs decreased from 49 to 25 (as shown in Table 9 below).

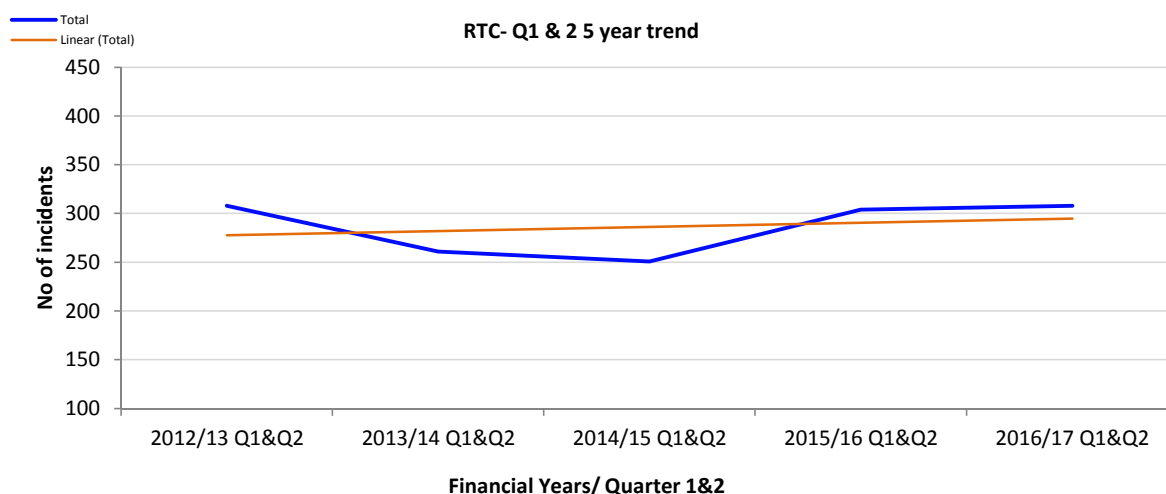
RTC Incidents	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Extrication of person/s	47	38	-19.1
Make scene safe	24	45	87.5
Make vehicle safe	173	174	0.6
Release of person/s	25	24	-4.0
Wash down road	1	2	100.0
Other	34	26	-23.5
Total	304	309	1.6

(Table 8 – RTC Incidents: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

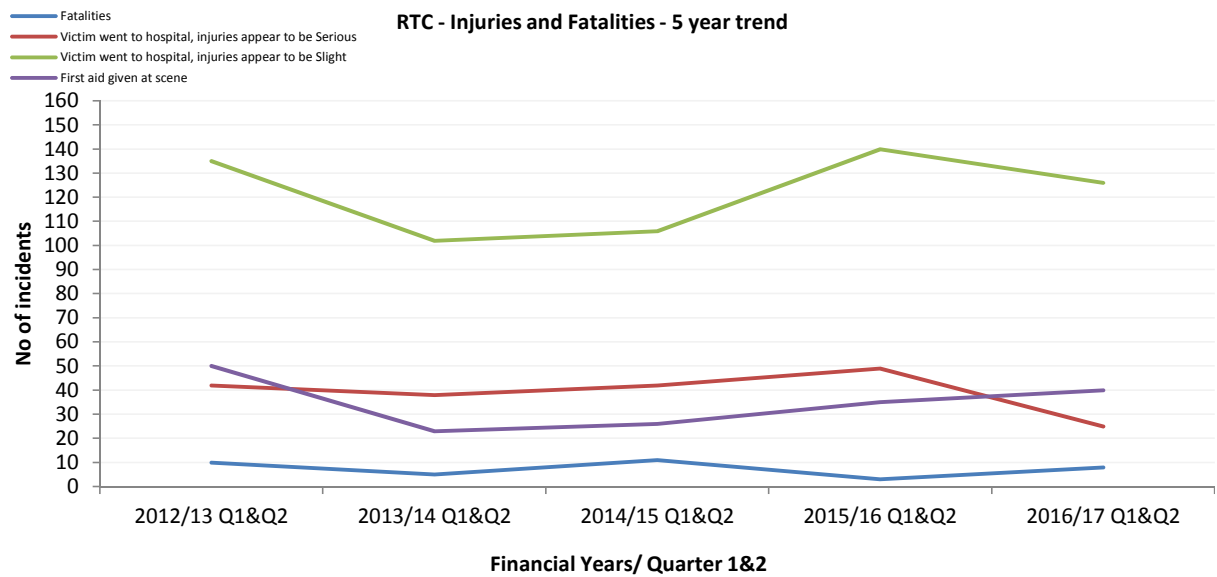
RTC Casualty severity	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Fatalities	3	8	166.7
Victim went to hospital, injuries appear to be Serious	49	25	-49.0
Victim went to hospital, injuries appear to be Slight	140	126	-10.0
First aid given at scene	40	17	-57.5
Total	232	176	-24.1

(Table 9 – RTC Casualty severity: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

- RTC incidents that involved a fatality have been analysed and there are no trends i.e. road or vehicle type, area, time etc. This information continues to be passed on to Community Safety for inclusion in their road safety initiatives such as Dying to Drive.



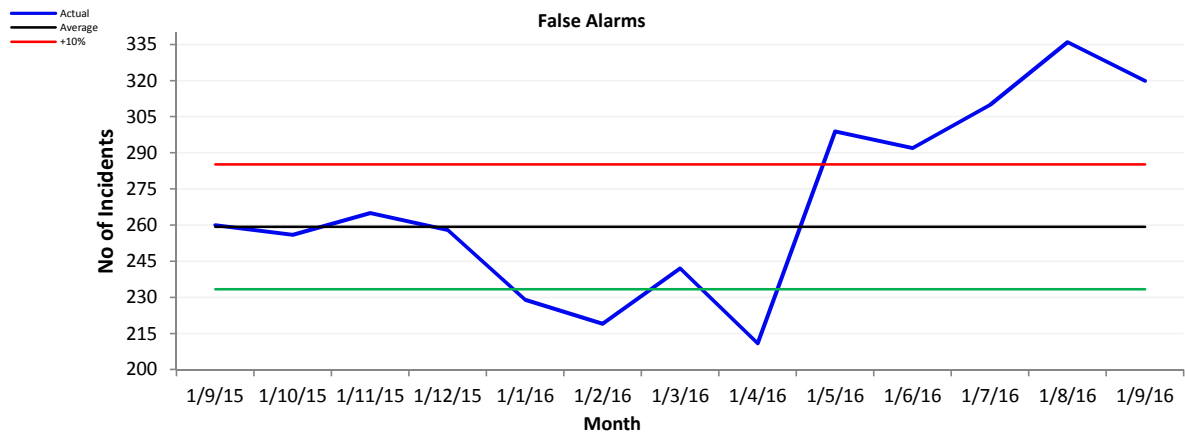
(Figure 13 – RTC Incidents per month: Q1&Q2 2012-13 to Q1&Q2 2016-17)



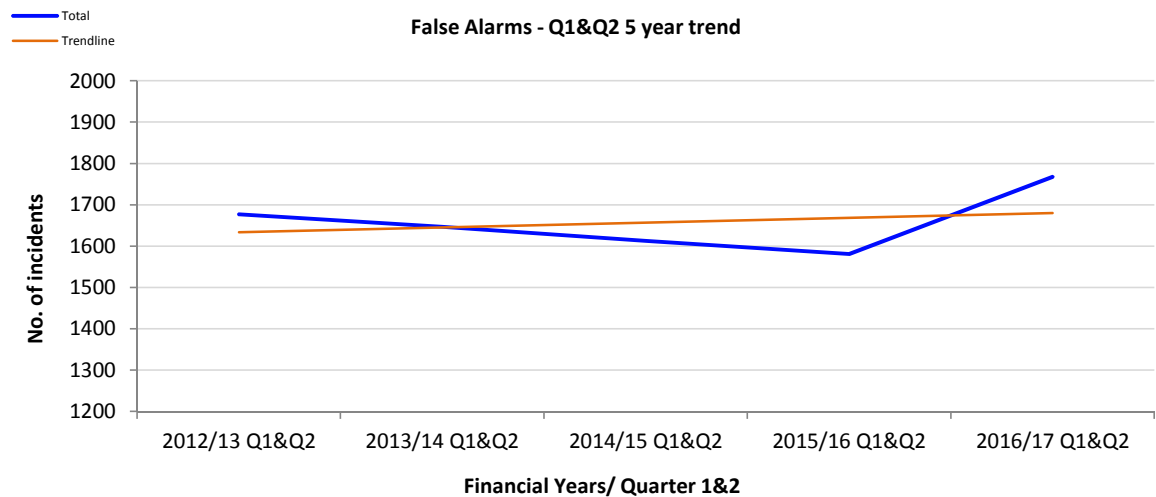
(Figure 14 – RTC Injury and fatalities quarterly data: Q1&Q2 2012-13 to Q1&Q2 2016-17)

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarter 1 & 2 of 2016-17 shows a rise of 11.8% (187 incidents) compared to the same period in 2015-16.



(Figure 15 – False Alarm incidents per month: Sep 2015 to Sep 2016)



(Figure 16 – False Alarm incidents: Q1&Q2 2012-13 to Q1&Q2 2016-17)

False Alarms	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Malicious False Alarms	25	25	0.0
False Alarm Good Intent	393	436	10.9
Automatic False Alarms	1163	1307	12.4
Total	1581	1768	11.8

(Table 10 – False Alarms: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

- Malicious false alarms are calls made from individuals with the intention of getting the Fire Service to attend a non-existent incident, including deliberate and suspected malicious intentions.
- Good Intent False Alarms are calls made in good faith in the belief that there is a genuine incident that requires the attendance of the Fire Service. For example an individual reports signs of smoke coming from the rear of a property which turned out to be a bonfire under control.
- Automatic False Alarms (AFA's) are calls initiated by fire alarm or fire-fighting equipment operating, including accidental initiation of alarm apparatus by persons.

- 55% (977 incidents) of AFA's involved life risk premises, such as residential properties, sheltered housing, hospitals, hotels, nursing homes, prisons etc. 45% (791 incidents) involved commercial premises. A breakdown of incident types is shown in table 11.
- Incidents caused by AFA's increased by 12.4% (144 incidents) over Q1 & Q2 2016/17, compared to the same period in 2015/16.
- There were a further 183 False Alarms which did not require the attendance of the Fire and Rescue Service. These include those that were cancelled following rigorous call challenging by Fire Control officers and those where the Fire Appliances were 'returned en route' following the receipt of further information from Fire Control.

False Alarms - Property Type	Q1&Q2 2015-16	Q1&Q2 2016-17	% change
Residential	447	481	7.6
Commercial	293	383	30.7
Sheltered Housing	205	208	1.5
Hospital/Healthcare	102	143	40.2
Loose Refuse e.g. controlled burning	97	123	26.8
Nursing Home	89	102	14.6
Vehicle & transport	70	57	-18.6
Education	63	54	-14.3
Other	57	56	-1.8
Outside Land	55	53	-3.6
Council Building	31	34	9.7
Government Building	30	23	-23.3
Other accommodation - Life Risk	21	19	-9.5
Hotel/Motel	15	24	60.0
Religious Building	2	8	300.0
Prison	4	0	-100.0
Total	1581	1768	11.8

(Table 11 – False Alarms by Property Type: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

- The largest increases in AFA's in Q1 & Q2 2016/17 were in life risk premises. This has increased by 10.6% (94 incidents) compared to the same period in 2015/16. These are mainly accounted for by faults on system or cooking related incidents between the hours of 8am-6pm (67.3%).
- There was an increase of 42 AFA's in hospitals in Q1 and Q2. The Service is actively working with four hospitals, which contributed approximately 120 AFA's in Q1 and 2, to reduce activations. However the current British Standard for fire detection and warning systems (BS5839:1) allows for an acceptable rate of false alarms and these hospitals are currently within this standards acceptable limits. Fire Safety officers hold quarterly meetings with all hospitals to discuss fire safety improvements and this includes reducing calls to AFA's.
- AFA's in commercial premises also increased in Q1 & Q2 2016 (90 incidents) 13.3%. The largest increase was in small shops (24 to 46 incidents). As with life risk premises, the majority of incidents occurred between the hours of 8am-6pm (55.8%).
- Fire Safety officers monitor all AFA's within commercial premises and any significant patterns are identified in monthly departmental reports, which are presented to the Head of Community Risk for action. Identified premises are allocated to an officer to make contact with the business. The officer will provide advice and guidance to the responsible person to assist them in reducing the number of false alarms, the impact on their business, and the fire and rescue service.

- Table 12 below shows the breakdown of false alarm calls by property type in Q1 and Q2 2015/16 and 2016/17.

False Alarms - Property Type	Q1&Q2 2016-17 Day	Q1&Q2 2016-17 Night	Total
Residential	242	239	481
Commercial	228	155	383
Sheltered Housing	129	79	208
Hospital/Healthcare	86	57	143
Loose Refuse	52	71	123
Nursing Home	61	41	102
Vehicle & transport	38	19	57
Education	29	27	56
Other	37	17	54
Outside Land	23	30	53
Council Building	18	16	34
Government Building	12	12	24
Other accommodation - Life Risk	13	10	23
Hotel/Motel	11	8	19
Religious Building	3	5	8
Total	982	786	1768

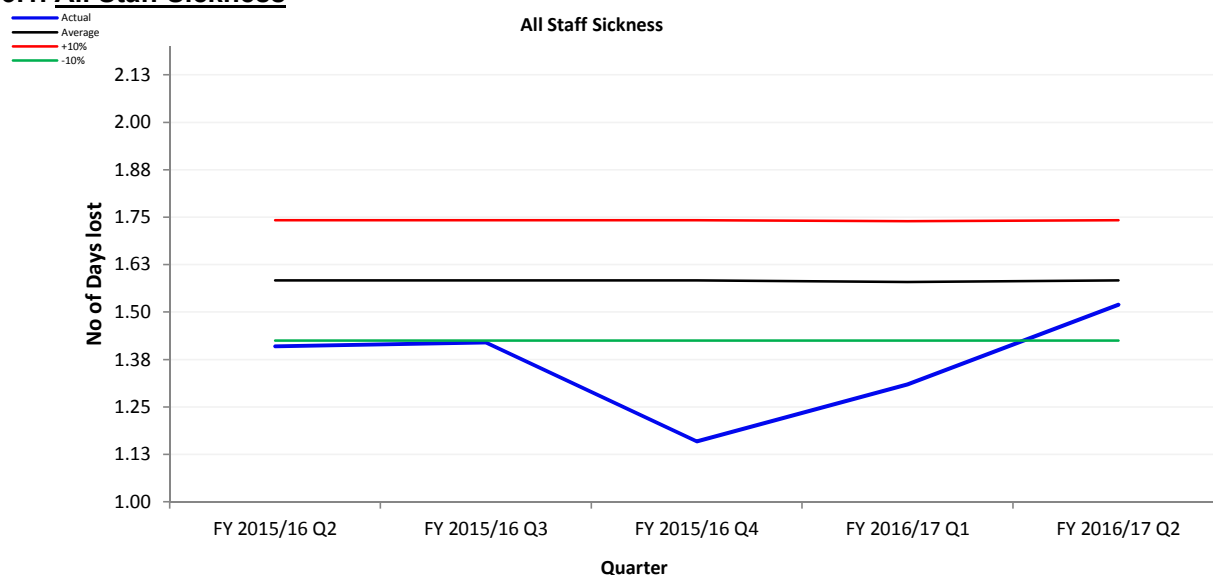
(Table 12 – False Alarms by Property Type: Q1 & Q2 2016-17 by Day & Night)

- In summary, it can be seen that whilst some premises demonstrate noticable increases, such as hospitals (40.2%), the spread across the majority of buildings does not show any clear trends. The service continue to map incident locations, identify trends and work with premise management.

3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The sickness level for all staff in Quarter 1 & 2 of 2016-17 have increased marginally from the same quarter in 2015-16 to 1.52 days lost per head and remains below the 5-year average of 1.63 days lost per head. Within this Non-Uniform staff sickness levels have fallen from a peak in Quarter 4 of 2015-16 and remain within tolerance levels set by the Service.

3.1. All Staff Sickness

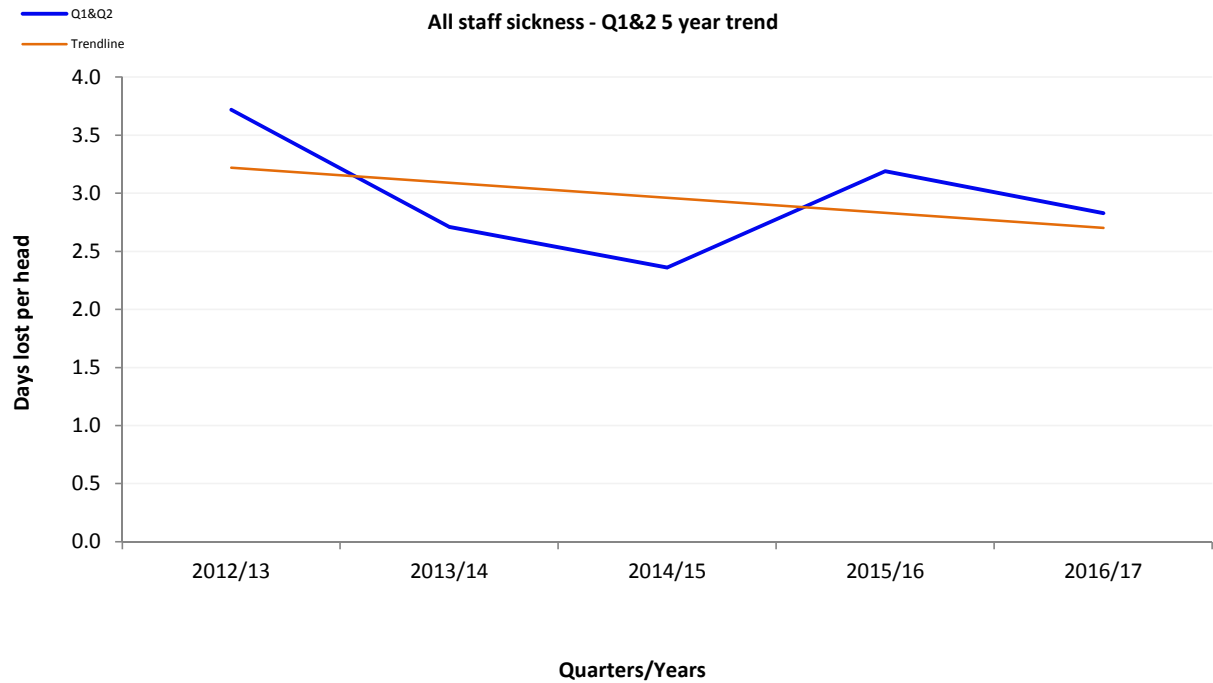


(Figure 17 – All Staff Sickness: Q2 2015-16 to Q2 2016-17)

All Staff Sickness	Short Term Sickness per head (Day lost)	Long Term Sickness per head (Days lost)	All Staff Sickness per head (Days lost)
Quarter 1	0.59	0.72	1.31
Quarter 2	0.60	0.92	1.52
Quarter 3			0.00
Quarter 4			0.00
Total	1.19	1.64	2.83

(Table 13 – All Staff Sickness: Q1&Q2 2016-17).

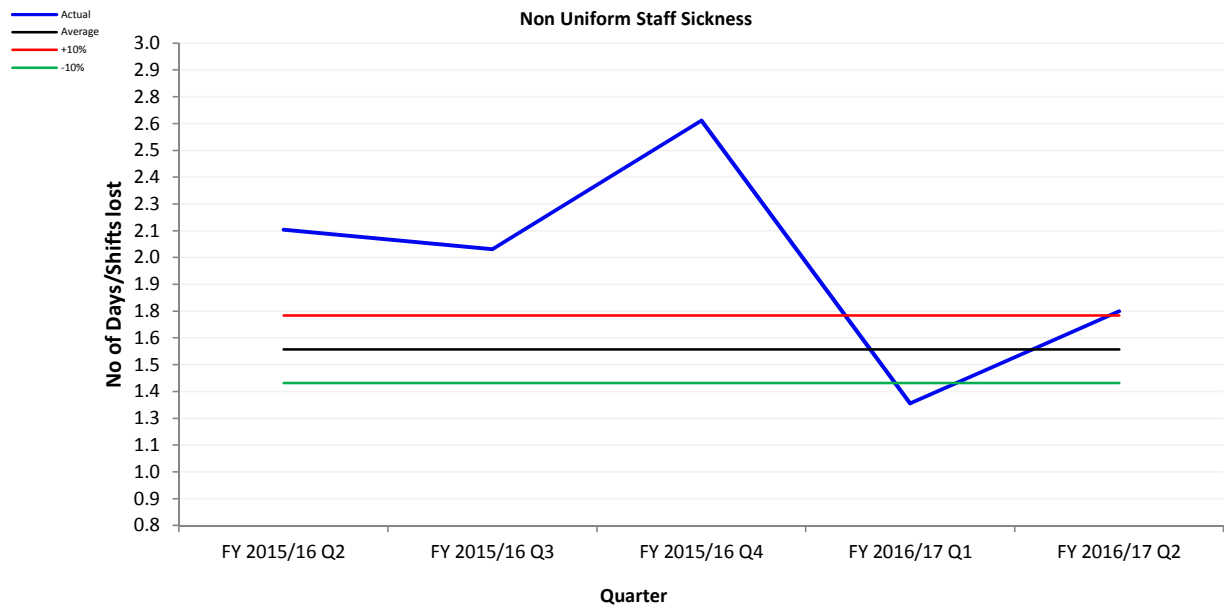
- Quarter 1 & 2 of 2016-17 saw a decrease in overall sickness compared to the same period in 2015-16 (3.45 to 2.83 days lost). The total of 2.83 days lost per head in Quarter 1 & 2 remains below the average for Q1 & Q2 over the last five years (see figure 18). Long-term sickness continues to form the greatest proportion representing 60.0% of all sickness.



(Figure 18 – All staff sickness: Q1&Q2 from 2012-13 to Q1&Q2 2016-17)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Quarter 1&2 of 2016-17 has improved to tolerance level.



(Figure 19 – Non-Uniform Staff Sickness: Q1&Q2 2015-16 to Q1&Q2 2016-17)

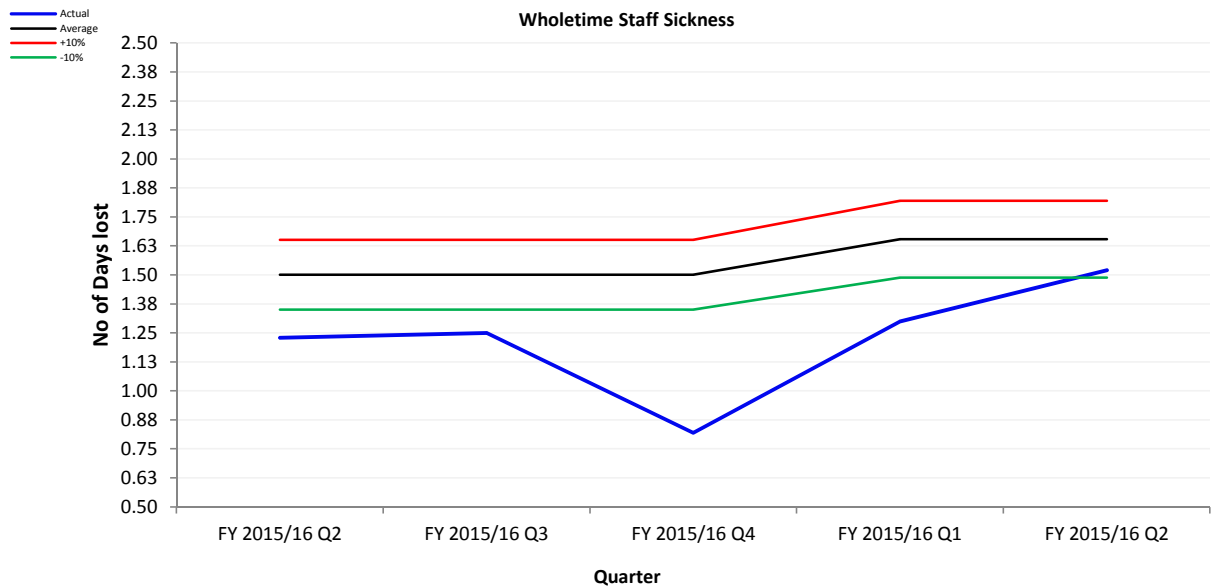
- Long term sickness continues to be the largest proportion of sickness. Two cases accounted for 136 lost working days, or 74% of long term sickness, in the two quarters. Both sickness cases have now been resolved.

Non-Uniform Staff Sickness	Short Term Sickness per head (Days lost)	Long Term Sickness per head (Days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	0.60	0.70	1.30
Quarter 2	0.66	1.05	1.71
Quarter 3			0.00
Quarter 4			0.00
Total	1.26	1.75	3.01

(Table 14- Non-Uniform Staff Sickness: Q1 & Q2 2016-17)

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness level decreased in Quarter 1 & 2 of 2016-17, compared to the same period in 2015-16 (3.19 to 2.83 days lost) and remains within tolerance levels.



(Figure 20 – Wholetime Staff Sickness: Q1 & Q2 2015-16 to Q1 & Q2 2016-17)

Wholetime Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.59	0.72	1.31
Quarter 2	0.63	0.89	1.52
Quarter 3			0.00
Quarter 4			0.00
Total	1.22	1.61	2.83

(Table 15 – Wholetime Staff Sickness: Q1 & Q2 2016-17)

- The reduction in both short and long-term sickness means Wholetime Staff Sickness has remained within tolerance for the last 5 quarters.

3.4 Comparative All Staff Sickness

To give an idea 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, whose sickness figures are most readily available.

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)
HWFRS	1.19	1.64	2.83
Herefordshire Council	Breakdown not available	Breakdown not available	3.90
Worcestershire County Council	1.63	3.03	4.66

(Table 16 – Comparative All Staff Sickness: Q1 & Q2 2016-17)

- The latest figures for Quarter 1 & 2 of 2016-17 show that the Service's overall staff sickness levels continue to compare favourably with Herefordshire Council and Worcestershire County Council, who lost 3.9 and 4.66 days per head, respectively .

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Special Service and False Alarms being out of tolerance for Q1 & Q2, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside the 10% tolerance level.

4.1 Attendance Standards – 1st Fire Appliance at 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 Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarter 1 was 62.5% which has improved 5.5% compared to the same period in 2015-16.

1st Fire Appliance attendance at Building Fires within 10 minutes	Q1&Q2 2015-16	Q1&Q2 2016-17
Building Fires attended within 10 minutes	175	200
Total number of Building Fires attended	307	320
% attended within 10 minutes	57.0%	62.5%

(Table 15 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1&Q2 2015-16 and Q1&Q2 2016-17)

1st Fire Appliance attendance at Building Fires - average times.	Q1&Q2 2015-16 (mm:ss)	Q1&Q2 2016-17 (mm:ss)
Time of Call until Time Appliance Mobilised	02:04	01:41
Mobile Time until Appliance Arrival at Scene	07:50	08:36
Time of Call to Arrival at Scene	09:54	10:17

(Table 16 – 1st Fire Appliance attendance at Building Fires average times: Q1&Q2 2015-16 and Q1&Q2 2016-17)

- While the attendance time for the 320 Building Fires in the period fell outside the standard, the percentage that met the standard has improved by 5.5%.
- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance (55.8% of incidents).

Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes.	
Travel distance to the incident	67
Turn in time (Retained and Day Crew only)	28
Other: insufficient information received, traffic conditions, simultaneous incidents etc.	25
Total	120

(Table 17 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 & Q2 2016-17)

- 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 new Fire Control system and there is no exact match between a time recorded in the new system and the time used under the old method to record the time of call. The nearest time in the new system would be "Incident Created", which is after the time of call and is when Fire Control has identified the address in the database and needs to pinpoint the nearest Fire Appliance.

5. Retained Appliance Availability

The overall availability of the first On-Call Fire Appliance has slightly decreased by 3.0%.

Call sign	Station	Q1&Q2 Availability 2015-16	Q1&Q2 Availability 2016-17	% Change
213	Worcester	99.6%	97.7%	-1.9%
221	Stourport	97.7%	73.1%	-24.6%
231	Bewdley	73.9%	73.2%	-0.7%
241	Kidderminster	87.1%	71.9%	-15.2%
251	Bromsgrove	93.2%	91.4%	-1.8%
261	Droitwich	86.4%	75.6%	-10.8%
271	Redditch	99.3%	97.6%	-1.7%
281	Evesham	96.9%	88.0%	-8.9%
291	Pebworth	90.7%	87.5%	-3.2%
302	Broadway	89.1%	93.2%	4.1%
311	Pershore	98.7%	95.6%	-3.1%
322	Upton-upon-Severn	80.0%	92.2%	12.2%
411	Malvern	98.7%	99.5%	0.8%
422	Ledbury	98.2%	94.7%	-3.5%
431	Fownhope	96.3%	87.8%	-8.5%
442	Ross-on-Wye	100.0%	100.0%	0.0%
452	Whitchurch	90.7%	83.4%	-7.3%
463	Hereford	98.9%	97.7%	-1.2%
472	Ewyas Harold	99.8%	97.3%	-2.5%
481	Eardisley	93.4%	93.3%	-0.1%
492	Kington	97.2%	94.5%	-2.7%
502	Leintwardine	99.0%	97.9%	-1.1%
511	Kingsland	99.9%	98.9%	-1.0%
522	Leominster	100.0%	99.9%	-0.1%
532	Tenbury	99.2%	96.4%	-2.8%
542	Bromyard	100.0%	98.8%	-1.2%
552	Peterchurch	77.9%	82.7%	4.8%
Total Hours Available		94.1%	91.1%	-3.0%

(Table 18 – 1st Appliance Retained Availability: Q1 & Q2 2015-16 and Q1 & Q2 2016-17)

- Ross-on-Wye On-Call appliance maintained a 100% availability rate during Quarters 1 & 2 of 2016-17. In addition several stations maintained availability in the high nineties, such as Worcester, Redditch, Malvern, Hereford, Ewyas Harold, Leintwardine, Kingsland, Leominster and Bromyard.
- Areas where cover has fallen can be accounted for by a loss of daytime cover. Stations are actively recruiting in these areas.
- 66% of On-Call availability was above 90% during Quarter 1 & 2 in 2016-17.
- The following table shows the number of incidents recorded in each station ground area. Mobilisation factors such as appliance location and availability at time of call mean that these incidents were not necessarily attended by appliances from that station ground.

6. No of incidents per station ground

Station Ground	False Alarm	Fire	Special Service	Total
Bromyard	14	24	20	58
Eardisley	3	5	2	10
Ewyas Harold	9	7	2	18
Fownhope	3	3	5	11
Hereford	215	104	64	383
Kingsland	9	8	3	20
Kington	6	7	6	19
Ledbury	42	23	21	86
Leintwardine	3	5	3	11
Leominster	56	29	12	97
Peterchurch	2	9	5	16
Ross-on-Wye	39	31	24	94
Whitchurch	5	8	10	23
Herefordshire	406	263	177	846
Bewdley	12	26	11	49
Broadway	16	9	3	28
Bromsgrove	133	79	63	275
Droitwich	72	47	57	176
Evesham	93	55	37	185
Kidderminster	191	102	76	369
Malvern	109	49	51	209
Pebworth	5	11	4	20
Pershore	46	28	21	95
Redditch	233	149	89	471
Stourport	49	53	29	131
Tenbury	8	8	6	22
Upton upon Severn	19	11	22	52
Worcester	376	167	132	675
Worcestershire	1362	794	601	2757
Total	1768	1057	778	3603

(Table 19 – Incidents per station ground Q1 & Q2 2016/17)