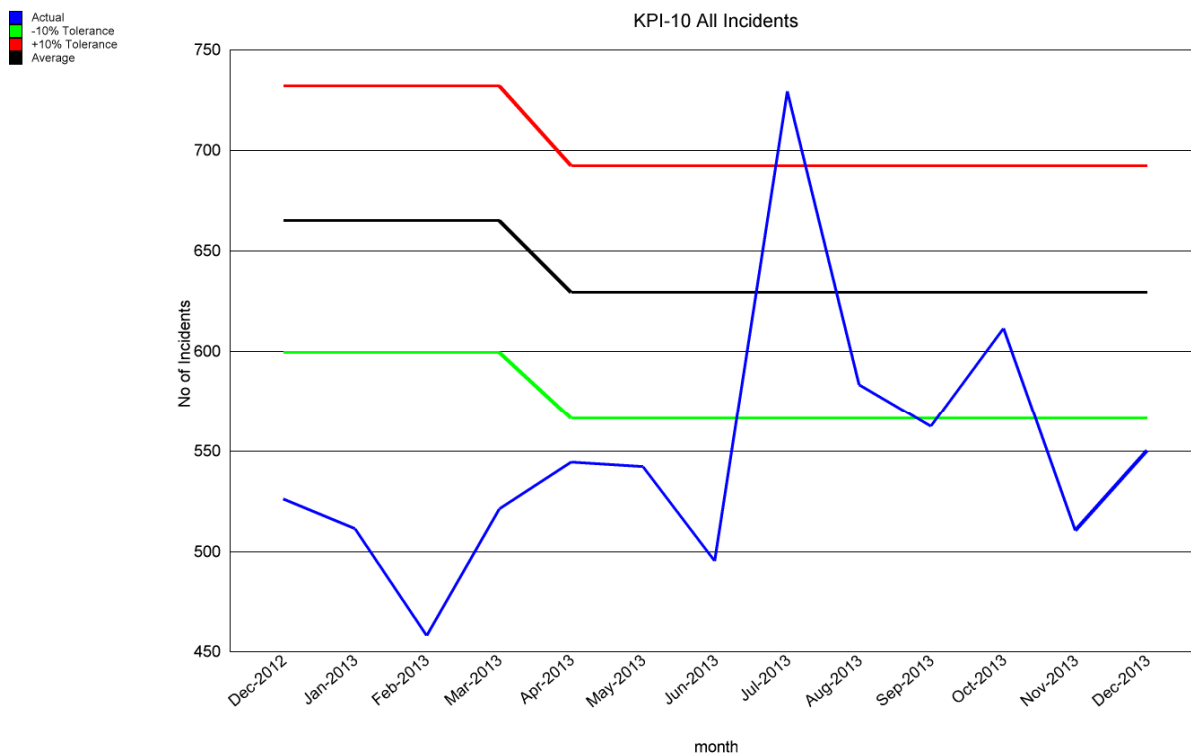


## Fire and Rescue Authority Plan 2013-14

### Quarters 1-3 2013-14 Performance

#### 1. Operational Activity – Total and Fire Incidents

##### 1.1. Total Incidents Attended



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

**Summary** Total incident levels for Quarter 1-3 2013-14 show a decrease in operational activity compared with the previous year and is also the lowest combined Quarter 1-3 incident total since the current dataset has been collected for the last seven years.

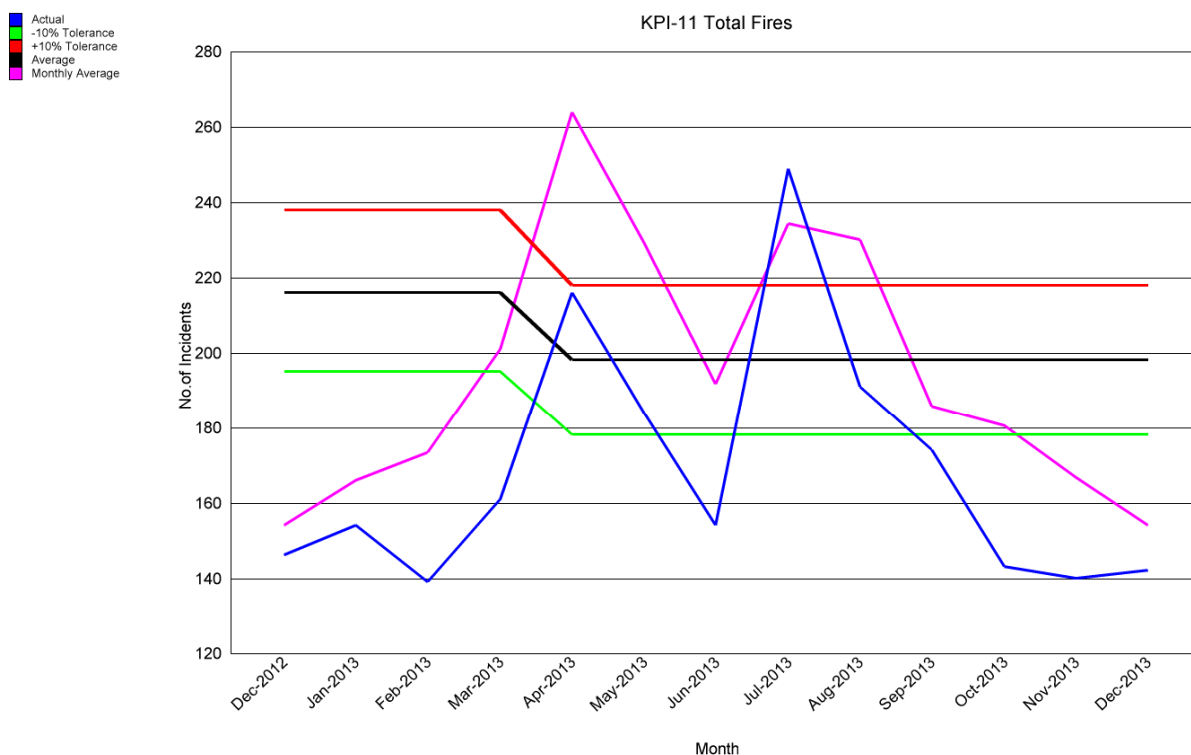
Total Incidents	Quarters 1-3 2012-13	Quarters 1-3 2013-14	Percentage change
All Fires	1316	1593	21.0%
Special Services	1347	1038	-22.9%
False Alarms	2490	2495	0.2%
<b>Total Incidents</b>	<b>5153</b>	<b>5126</b>	<b>-0.5%</b>

(Table 1 – Total Incidents Quarters 1-3 2012-13 and Quarters 1-3 2013-14)

- An increase in the total number of fires attended in Quarters 1-3 2013-14 compared with the previous year. The spike in all incidents in July shown in the above graph was due to increases in the number of secondary fires in that month.

- A decrease in Special Services calls mainly due to a reduction in flooding incidents when compared with the same period last year and is the lowest total attended in Quarters 1 -3 for the last seven years.
- A slight increase in the number of false alarm calls compared with the position at end of Quarters 1 to 3 last year and is the second lowest total attended in the last seven years, after Quarter 1 to 3 2012-13.

## 1.2. Total Number of Fires



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

**Summary** Increases in secondary fires in July and chimney fires attended in April have contributed to an overall increase in the total number of fires attended in Quarters 1-3 compared with the same period in the previous financial year.

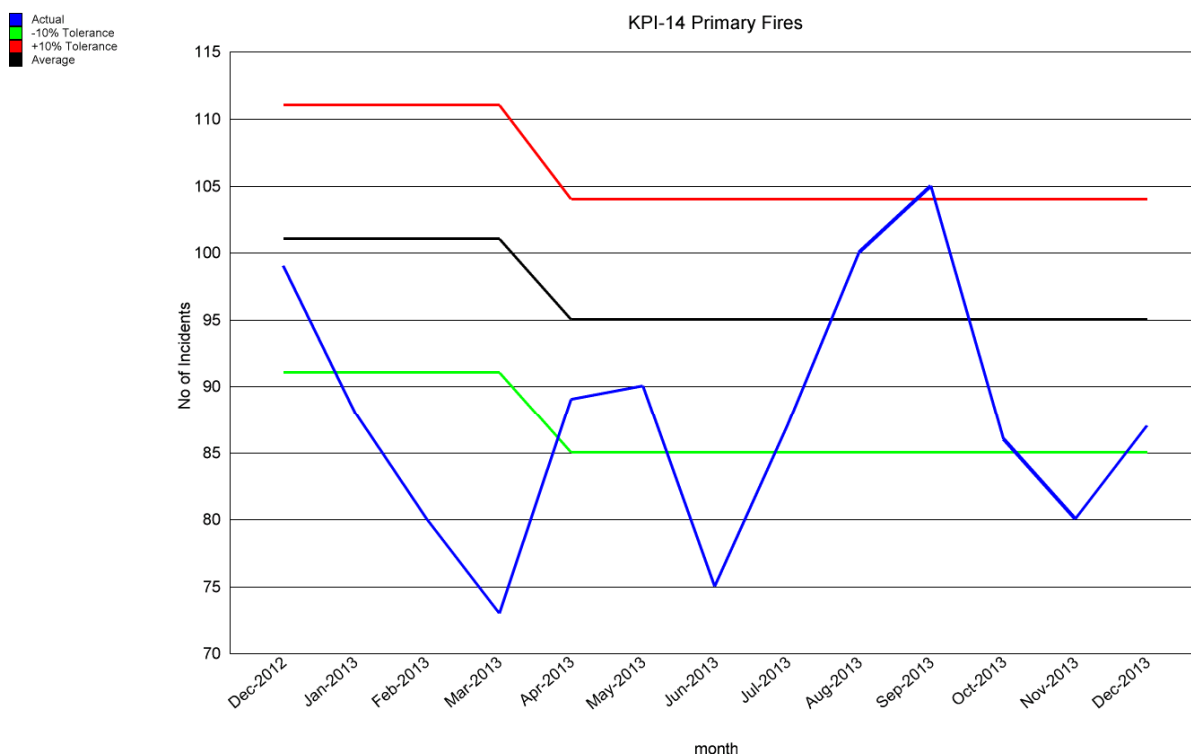
Total Fires	Quarters 1-3 2012-13	Quarters 1-3 2013-14	Percentage change
Primary Fires	742	799	7.7%
Secondary Fires	455	666	46.4%
Chimney Fires	119	128	7.6%
<b>Total Fires</b>	<b>1316</b>	<b>1593</b>	<b>21.0%</b>

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

- Primary fires have increased by 7.7% when compared with the same period last year (799 compared with 742) but are down 9.2% from last 5 years Quarter 1 to 3 average (880 incidents).
- Secondary fires have increased by 46.4% when compared with the same period last year (666 compared with 455) but are down 20.9% from last 5 years Quarter 1 to 3 average (860 incidents).

- Chimney fires have increased by 7.6% compared with Quarter 1-3 2012-13 (128 compared with 119) and is equal to the average number of chimney fire incidents attended in the last 5 years (128 incidents).

### 1.3.Primary Fires



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

**Summary** Primary fires numbers in Quarters 1-3 2013-14 have increased when compared with the same quarters last year but are down on the Quarters 1-3 average for the last five previous years.

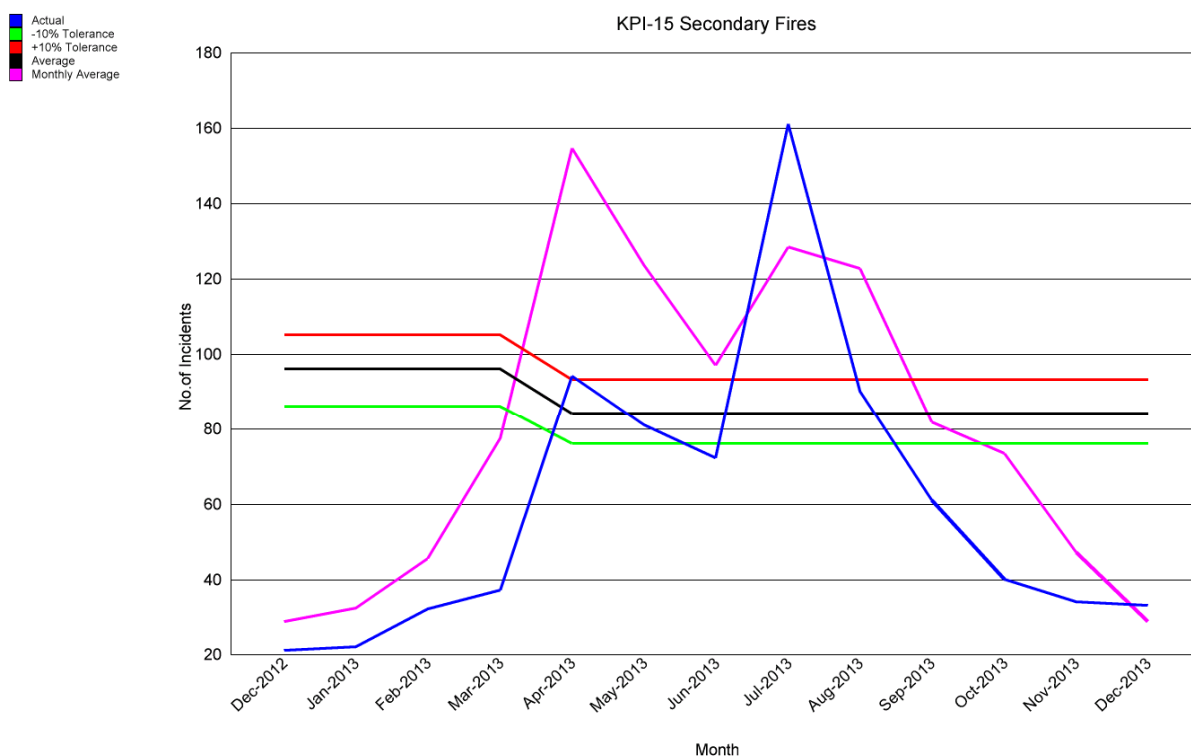
Primary Fires	Quarters 1-3 2012-13	Quarters 1-3 2013-14	Percentage change
Building Fires	478	480	0.4%
Vehicle & Transport Fires	211	232	10.0%
Outdoor Fires	53	87	64.2%
<b>Total Fires</b>	<b>742</b>	<b>799</b>	<b>7.7%</b>

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

- Building Fires have increased by 0.4% compared with the previous year. Within the category of building fires, dwelling fires and other residential fires have reduced by 8.1% and 17.2% respectively, but non-residential building fires have increased by 20.4%.
- Car fires account for the largest proportion of Vehicle and Transport fires and they have reduced from 134 in Quarters 1-3 2012-13 to 129 in Quarters 1-3 2013-14.

- Although small in context, the number of outdoor fires has increased from 53 in Quarters 1 to 3 2012-13 to 87 in Quarters 1 to 3 2013-14. This is mainly due to the predominantly drier conditions in this last summer when compared to the year before, 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 period last year. There were 24 injuries from primary fires in Quarters 1 to 3 2013-14 compared with 38 in the same quarters last year. 11 of the 24 injuries were as a result of accidental dwelling fires. In 11 of the 24 injuries from all primary fires, the casualties were overcome by smoke or had breathing difficulties, 11 had slight or severe burns, and one had a combination of burns and overcome by smoke. There was one casualty who experienced cuts or lacerations as a result of the fire.
- There were no fatalities in the third quarter of this year following the three fatalities reported at the end of Quarters 1 and 2 2013-14.

#### **1.4. Secondary Fires**



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

**Summary** Secondary fire numbers have increased in Quarters 1 to 3 2013-14 compared with the same Quarters last year due to the drier conditions during last summer when compared with the predominantly wet weather conditions in Summer 2012.

- The table below shows that the largest increases in secondary fires, comparing Quarters 1 to 3 2013-14 with Quarters 1 to 3 2012-13, were in fires located in grassland, woodland and crops. There were 256 grassland, woodland and crop fires in Quarters 1 to 3 2013-14 which represent 38.4% of all secondary fires compared with 113 grassland

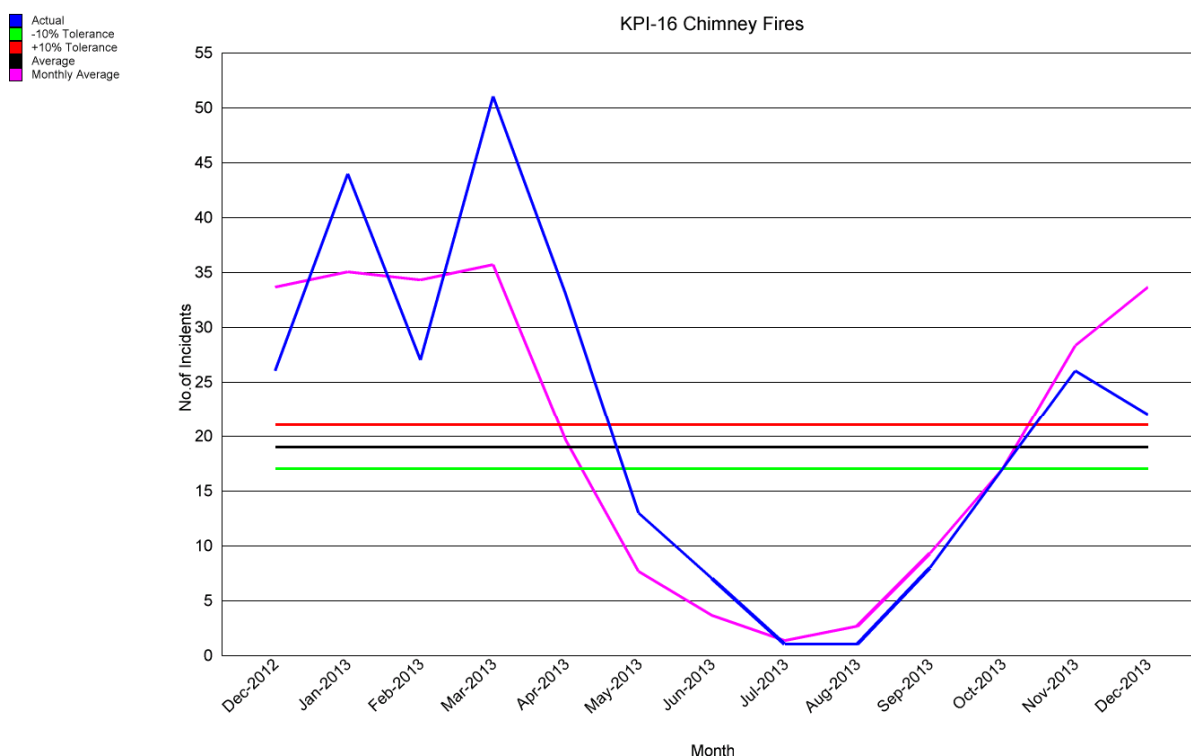
woodland and crop fires in Quarters 1 to 3 2012-13 (24.8% of all secondary fires).

Secondary Fires	Quarters 1-3 2012-13	Quarters 1-3 2013-14	Percentage change
Grassland woodland and crops	113	256	126.5%
Other Outdoors (including land)	169	212	25.4%
Outdoor equipment & machinery	10	10	0.0%
Outdoor Structures	140	163	16.4%
Building & Transport	23	25	8.7%
<b>Total Fires</b>	<b>455</b>	<b>666</b>	<b>46.4%</b>

(Table 4 – Secondary Fires Quarters 1 to 3 2012-13 and 2013-14)

- 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 during the summer months of 2013 compared with the summer of 2012.

### 1.5. Chimney Fires



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

**Summary** The total number of chimney fires has remained the same as the Quarters 1 to 3 average for the last five previous years. This is thought to be attributed to the colder than usual first quarter start to the year and the increased popularity of chimneys and woodburners as a form of heating.

- Chimney fires have increased from the same period last year, with 7.6% more than in the same period last year; this is due to the cooler weather conditions experienced in the first two months of Quarter 1. The number of chimney fires attended in Quarter 2 and Quarter 3 2013-14 has reduced when compared with the same period last year.

- Although there was a 7.6% increase in chimney fires when compared with the same period last year, these are still relatively low figures in terms of all incidents attended.

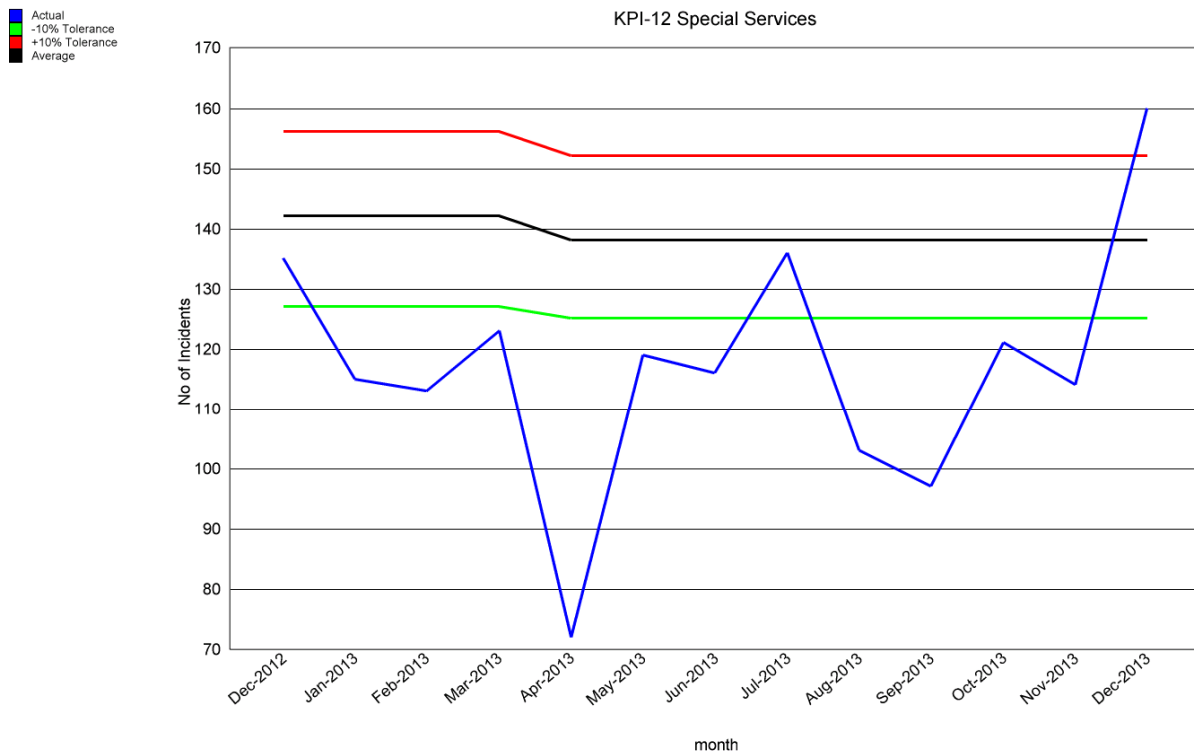
Chimney Fires	Quarters 1-3 2012-13	Quarters 1-3 2013-14	Percentage Change
April	21	33	57.1%
May	8	13	62.5%
June	7	7	0.0%
July	2	1	-50.0%
August	3	1	-66.75%
September	10	8	-20.0%
October	16	17	6.25%
November	26	26	0.0%
December	26	22	-15.4%
<b>Total</b>	<b>119</b>	<b>128</b>	<b>7.6%</b>

(Table 5 – Chimney Fires Quarters 1-3 2012-13 and Quarters 1-3 2013-14)

## 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 December 2012 to December 2013)

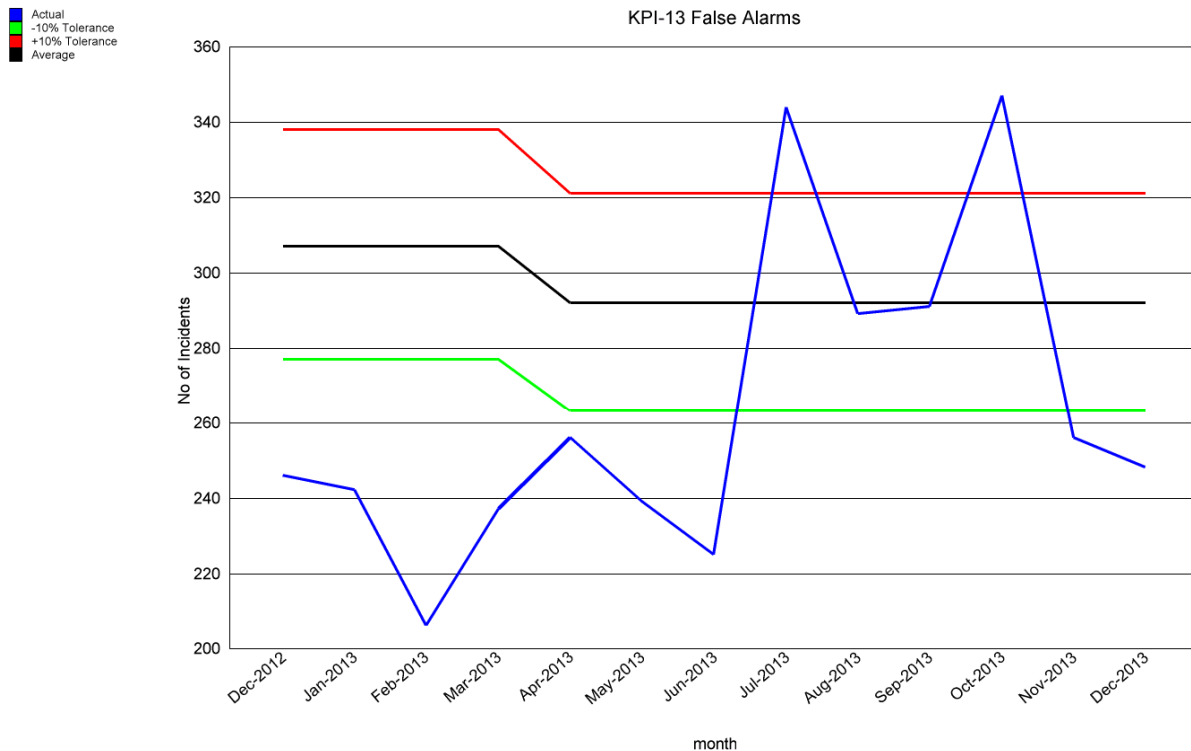
**Summary** Special Service incidents totals have declined when compared with the same quarters last year, and represents the lowest number of special service incidents attended in Quarter 1 to 3 for the seven years in which the current dataset has been collected.

<b>All Special Services</b>	<b>Quarters 1-3 2012-13</b>	<b>Quarters 1-3 2013-14</b>	<b>Percentage change</b>
RTC Incidents	470	426	-9.4%
Flooding	157	54	-65.6%
Animal Assistance	68	76	11.8%
Other Special Services	652	482	-26.1%
<b>Total Incidents</b>	<b>1347</b>	<b>1038</b>	<b>-22.9%</b>

*(Table 6 – Special Services Quarters 1-3 2012-13 and Quarters 1-3 2013-14)*

- Although the Service attended a spate of wet weather incidents at the end of December 2013, there were less wet weather related incidents attended overall in Quarter 1 to 3 when compared to the same period last year.
- In addition to property based flooding incidents, there are also other incident types that are adversely affected by wet weather conditions. These include making safe (not RTC) and rescues and evacuation from water incident types. All of these incident types have reduced when compared with the same period last year.
- The number of RTC incidents has also reduced when compared with the same quarters last year. This is despite a large increase in December 2013 with 78 RTC's attended. 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 incidents but in April this was down to 26.4%.
- The largest sub category of Other Special Services was animal assistance incidents (76) which in Quarters 1 to 3 2013-14 accounted for nearly 14% of all other special service incidents (558 incidents).

## 2.2 False Alarm Incidents



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

**Summary** The total number of false alarms attended has increased slightly in Quarter 1 to 3 2013-14 compared with the same quarters in the previous year and is the second lowest number of false alarm incidents attended in Quarters 1 to 3 in the last seven years, after Quarter 1 to 3 2012-13.

Total False Alarms	Quarters 1-3 2012-13	Quarters 1-3 2013-14	Percentage change
Malicious False Alarms	31	37	19.4%
False Alarm Good Intent	562	570	1.4%
Automatic False Alarms	1897	1888	-0.5%
<b>Total False Alarms</b>	<b>2490</b>	<b>2495</b>	<b>0.2%</b>

(Table 7 – False Alarms Quarters 1-3 2012-13 and Quarters 1-3 2013-14)

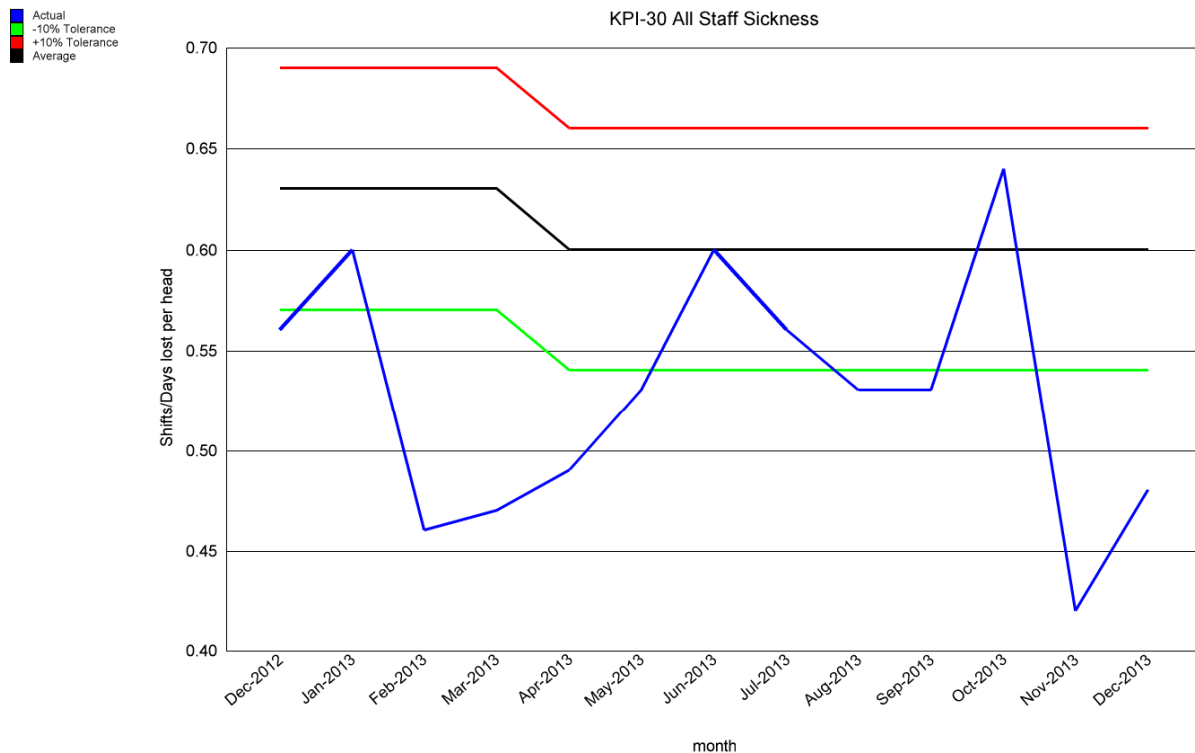
- There has been a slight increase in the number of false alarm good intent attended and a larger increase in the number of malicious false alarms when compared with the same quarters last year.
- This has been negated by the decrease in the number of automatic false alarms attended which represents the largest proportion of all false alarms.
- The increase in false alarm good intent is due to an increase in bonfires mistaken for fires and the decrease in the number of automatic false alarm attended is mainly due to a reduction in the number of alarms



carelessly or accidentally set off and also due to a reduction in damaged false alarm systems.

### 3. Absence Management

#### 3.1. All Staff Sickness



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

**Summary** Sickness levels for all staff have remained within tolerance levels on a monthly basis since April and has dropped from a peak in October 2013 which was mainly due to an increase in long term sickness in that month.

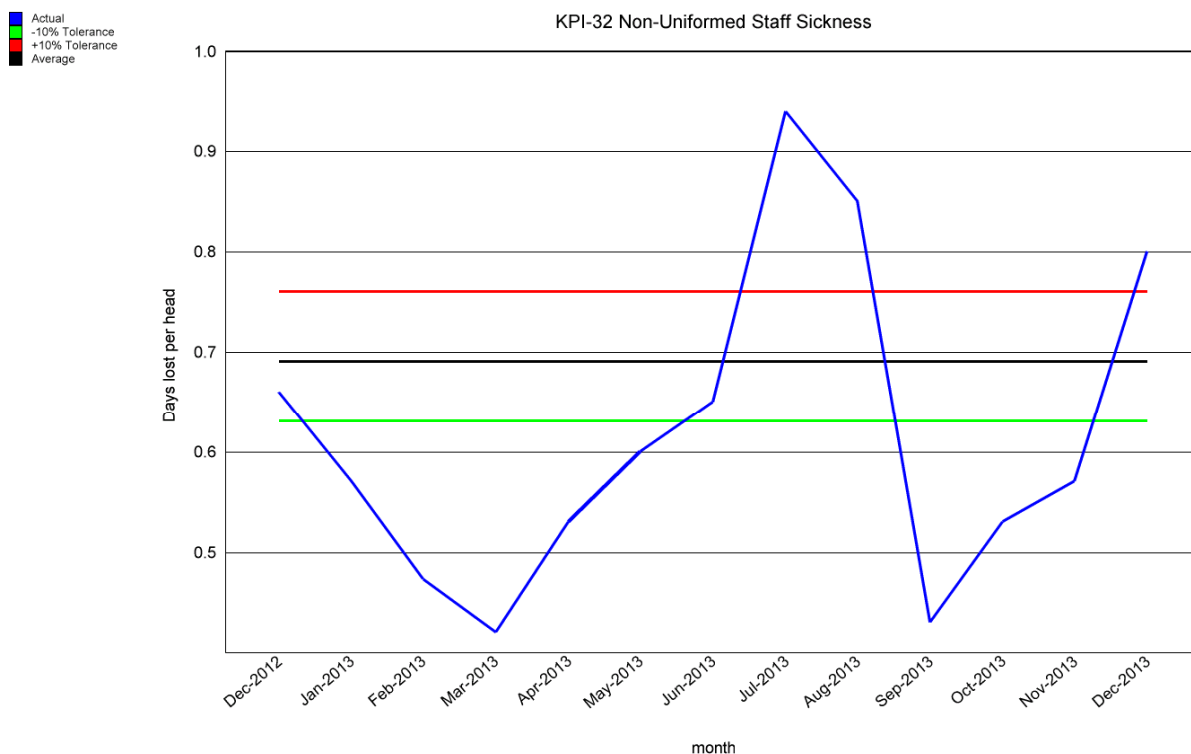
- Long term staff sickness rose as a monthly proportion of all staff sickness from 21% of all staff sickness in April and by July it accounted for 71% of all staff sickness. It has since reduced as proportion of all staff sickness from August onwards and in December it represented 28% of all staff sickness. At the end of Quarter 3, long term staff sickness represented 49% of all staff sickness for the three quarters.

	Short Term All Staff Sickness per head (shifts/days lost)	Long Term All Staff Sickness per head (shifts/days lost)	All Staff Sickness per head (shifts/days lost)
April 13	0.38 (174.04)	0.11 (48)	0.49 (222.04)
May 13	0.28 (127.3)	0.24 (110.37)	0.53 (237.67)
June 13	0.28 (125.31)	0.32 (145)	0.60 (270.31)
July 13	0.16 (71)	0.40 (182.27)	0.57 (253.27)
Aug 13	0.17 (76)	0.36 (155.18)	0.53 (231.18)
Sept 13	0.31 (133.27)	0.29 (124.18)	0.59 (257.45)
Oct 13	0.31 (135.18)	0.33 (142.27)	0.64 (277.45)
Nov 13	0.22 (92.8)	0.21 (88.64)	0.42 (181.44)
Dec 13	0.34 (148.7)	0.13 (57.8)	0.48 (206.5)
<b>Total</b>	<b>2.44 (1083.6)</b>	<b>2.37 (1053.71)</b>	<b>4.8 (2137.31)</b>

(Table 8 – All Staff Sickness per month Quarters 1-3 2013-14)

- The largest monthly total of all staff sickness for Quarters 1-3 2013-14 was in October 2013 where 0.64 days/shifts per head were lost to sickness absence.
- At the end of Quarter 3, there were 5 members of staff absent with long term sickness.

### **3.2.Non-Uniformed Staff Sickness**



(Figure 9 – Non-Uniform Staff Sickness December 2012 to December 2013)

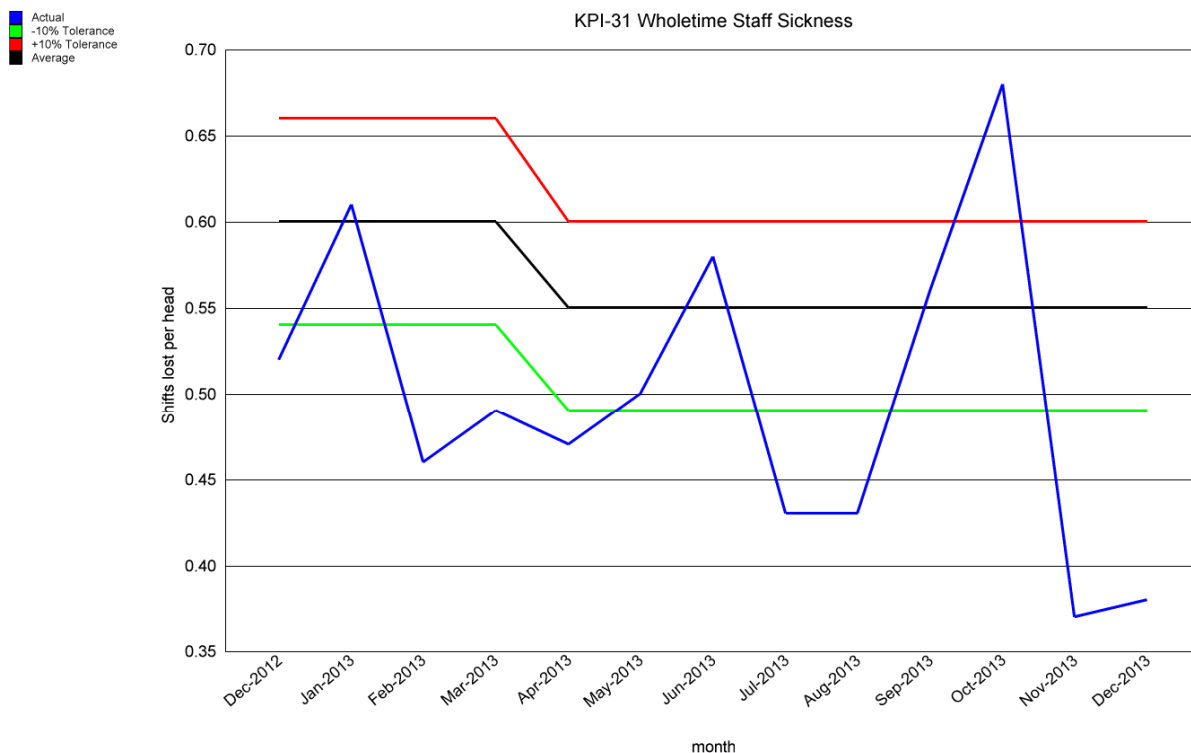
**Summary** Non-Uniform sickness was out of tolerance levels on a monthly basis in July, August and December 2013 but was within tolerance levels for the rest of the period and is within overall tolerance for the whole Quarter 1-3 period.

	Non-Uniform Short Term Sickness per head (Days lost)	Non-Uniform Long Term Sickness per head (Days lost)	All Non-Uniform Staff Sickness per head (Days lost)
April 13	0.53 (62.54)	0.0 (0)	0.53 (62.54)
May 13	0.27 (31.3)	0.33 (38.37)	0.60 (69.67)
June 13	0.30 (34.31)	0.35 (40)	0.65 (74.31)
July 13	0.24 (27)	0.70 (80.27)	0.94 (107.27)
Aug 13	0.25 (26)	0.6 (63.18)	0.85 (89.18)
Sept 13	0.11 (11.27)	0.32 (34.18)	0.43 (45.45)
Oct 13	0.34 (36.18)	0.18 (19.27)	0.53 (55.45)
Nov 13	0.31 (32.8)	0.25 (26.64)	0.57 (59.44)
Dec 13	0.69 (72.7)	0.10 (10.8)	0.80 (83.5)
<b>Total</b>	<b>2.99 (334.1)</b>	<b>2.79 (312.71)</b>	<b>5.78 (646.81)</b>

(Table 9 – Non-Uniform Staff Sickness per month Quarters 1-3 2013-14)

- The largest monthly total of all non-uniform staff sickness for Quarter 1 to 3 2013-14 was in July 2013 where 0.94 days per head were lost to sickness absence, nearly 75% of the non-uniform sickness was due to long term sickness (0.7 days).
- Since July, long term non-uniformed staff sickness has reduced as a monthly proportion of all non-uniform staff sickness and in December it represented 12.9% of all non-uniform staff sickness. At the end of Quarter 3, long term staff sickness represented 48% of all non-uniformed staff sickness for the three quarters.

### 3.3. Wholetime Staff Sickness



(Figure 10 – Wholetime Staff Sickness December 2012 to December 2013)

**Summary** Wholetime sickness was out of tolerance in October 2013 but within tolerance on a monthly basis for the rest of the period.

	<b>Wholetime Short Term Staff Sickness per head (shifts lost)</b>	<b>Wholetime Long Term Staff Sickness per head (shifts lost)</b>	<b>All Wholetime Sickness per head (shifts lost)</b>
April 13	0.33 (111.5)	0.14 (48)	0.49 (159.5)
May 13	0.29 (96)	0.21 (72)	0.50 (168)
June 13	0.27 (91)	0.31 (105)	0.60 (196)
July 13	0.13 (44)	0.30 (102)	0.43 (146)
Aug 13	0.15 (50)	0.28 (92)	0.43 (142)
Sept 13	0.37 (122)	0.27 (90)	0.64 (212)
Oct 13	0.30 (99)	0.38 (123)	0.68 (222)
Nov 13	0.18 (60)	0.19 (62)	0.37 (122)
Dec 13	0.23 (76)	0.14 (47)	0.38 (123)
<b>Total</b>	<b>2.25 (749.5)</b>	<b>2.23 (741)</b>	<b>4.48 (1490.50)</b>

*(Table 10 – Wholetime Sickness per month Quarters 1-3 2013-14)*

- The largest monthly total of wholetime staff sickness for Quarters 1 to 3 2013-14 was in October 2013 where 0.64 shifts per head were lost to sickness absence. 54% of wholetime staff sickness in this month was due to long term sickness (0.38 shifts per head).
- As with non-uniform sickness, long term wholetime staff sickness has now reduced to 0.14 shifts per head in December and accounted for 49.7% of all wholetime staff sickness at the end of Quarter 3.

### **3.4.Comparative data**

<b>Sickness Absence</b>	<b>Quarter 1-3 2012-13</b>	<b>Quarter 1-3 2013-14</b>	<b>Percentage change</b>
Wholetime Staff Sickness	4.93 (1689.00)	4.48 (1490.5)	-9.15%
Non-Uniform Staff Sickness	7.48 (899.466)	5.78 (646.81)	-22.7%
<b>All Staff Sickness</b>	<b>5.59 (2588.466)</b>	<b>4.8 (2137.31)</b>	<b>-14.1%</b>

*(Table 11 – All Staff Sickness Quarters 1-3 2012-13 and Quarters 1-3 2013-14)*

- There has been a decrease of 14% in Quarter 1 to 3 2013-14 in all staff sickness compared with the same period last year. This is mainly due to a year by year decrease in the non-uniform staff sickness of 22.7%. The main reason for the decrease in non-uniform staff sickness is a reduction in the amount of long term non-uniformed sickness taken.
- A simple projection of the nine month all staff sickness figure of 4.8 days/shifts lost to sickness would result in an annual 6.4 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 sickness absence figures of 7.7 for Worcestershire County Council for 2012-13 and 9.14 for Herefordshire for 2012-13. Similar annual projections would result in 5.97 shifts lost per person for wholetime staff and 7.71 days lost for non-uniform staff by the year end.

Quarter 1-2 2013-14 only	Wholetime Staff Sickness	Non-Uniformed Staff Sickness
Hereford & Worcester FRS	2.98	4.06
Gloucestershire FRS	1.53	1.58
Shropshire FRS	N/a	N/a
Staffordshire FRS	2.13	3.31
Warwickshire FRS	2.93	2.36

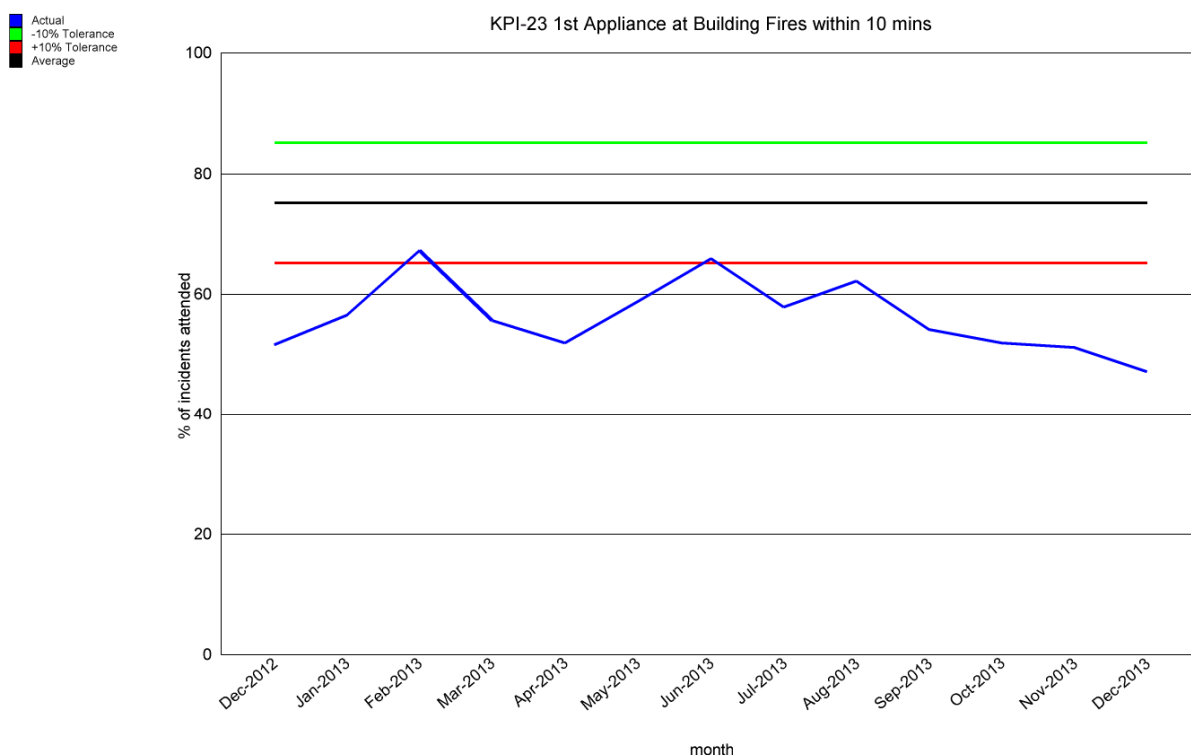
(Table 12 – Fire Services Sickness Quarter 1-2 2013-14 only)

- Although Quarter 3 comparison figures with other local Fire Services are not available at the time of writing, the Service had similar figures when compared with other local fire services at the end of Quarter 2 for wholetime sickness but slightly higher levels of non-uniform sickness when compared with the others. It is hoped to this will improve in Quarter 3 as the amount of non-uniform sickness taken has reduced in this period.
- Comparison figures are also available with other Family Group 4 Fire Services via a benchmarking process. Hereford and Worcester was 5<sup>th</sup> out of 7 FRS providing sickness data for all staff at the end of Quarter 2.

#### 4. **Key Performance Indicators Out of Tolerance**

At the end of Quarters 1 to 3 2013-14, all key performance indicators (KPI) were within the 10% tolerance levels, except for the indicators regarding the first and second attendance by an appliance at Building fires within 10 minutes which forms part of the attendance standards set in the Services' Integrated Risk Management Plan (IRMP) 2009-2012.

##### **4.1. Attendance Standards – 1<sup>st</sup> Appliance at Fires in Buildings**



(Figure 11 – Percentage of 1<sup>st</sup> Appliance at Building Fires within 10 minutes – December 2012 to December 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 51.5% of these failures. Of the remainder, 18.2% were attended in a time of between 10 and 11 minutes.

<b>1<sup>st</sup> Appliance attendance at Building Fires within 10 minutes</b>	<b>Quarter 1-3 2012-13</b>	<b>Quarter 1-3 2013-14</b>
Building fires attended within 10 minutes	325	273
Total Number of Building fires attended	498	496
<b>% attended within 10 minutes</b>	<b>65.3</b>	<b>55.0</b>

(Table 13 – 1<sup>st</sup> Appliance attendance Quarters 1-3 2012-13 and 2013-14)

- There were less building fires attended within 10 minutes at the end of Quarter 1-3 2013-14 than at the end of Quarter 1-3 2012-13. The overall average time taken to attend all types of incidents in Quarter 1-3 2013-14 was 10 minutes 34 seconds (excluding two late fire calls). 40 out of the 223 fires which were not attended within 10 minutes were attended within 11 minutes.
- Further analysis undertaken at the end of the last quarter ascertained that one of the reasons for this is a slight change in which the time of call is recorded on the Incident Recording system following the introduction of the new Command and Control system in September 2012.
- Since the advent of the new system, the incident time of call is now recorded as earlier within the timeline of the call than under the old 3tc MIS Mobilisation system. Under the 3tc system the time of call was calculated as soon as the operator initiated an address search in the database, the operator still had to select a valid match afterwards in order to generate a proposed attendance. This has changed with the new system which has an EISEC (Enhanced Information System for Emergency Calls), feature which enables control room staff to quickly identify the location of the person placing the emergency call and results in earlier setting of the time of call.
- 175 out of the 496 building fires were in North District and 58.9% of these were attended within 10 minutes. There were 198 building fires in South District and 53.5% of these were attended within 10 minutes. The remaining 123 building fires were in West District and 52.0% of these were attended within 10 minutes.

<b>1<sup>st</sup> Attendance at Building Fires</b>	<b>Building fires attended within 10 minutes</b>	<b>Total Number of Building fires attended</b>	<b>Percentage attended within 10 minutes</b>
Wholetime	157	287	54.7%
Retained	77	140	55.0%
Day Crewed	36	63	57.0%
Over the Border	3	6	50.0%
<b>All</b>	<b>273</b>	<b>496</b>	<b>55.0%</b>

(Table 14 – 1<sup>st</sup> Appliance attendance by pump type Quarters 1-3 2012-13 and 2013-14)

- The average time taken for a Wholetime pump to be first arrival was 9 minutes 29 seconds. The average time taken for a Retained pump to be first arrival was 12 minutes 21 seconds and the average time taken for a Day Crewed pump to be first arrival was 10 minutes 51 seconds.
- The table below illustrates breakdown of reasons giving by the officer in charge at the incident for the all 223 incidents where the standard was not met in Quarters 1-3 2013-14. Travel distance accounted for over 50% of the failures.

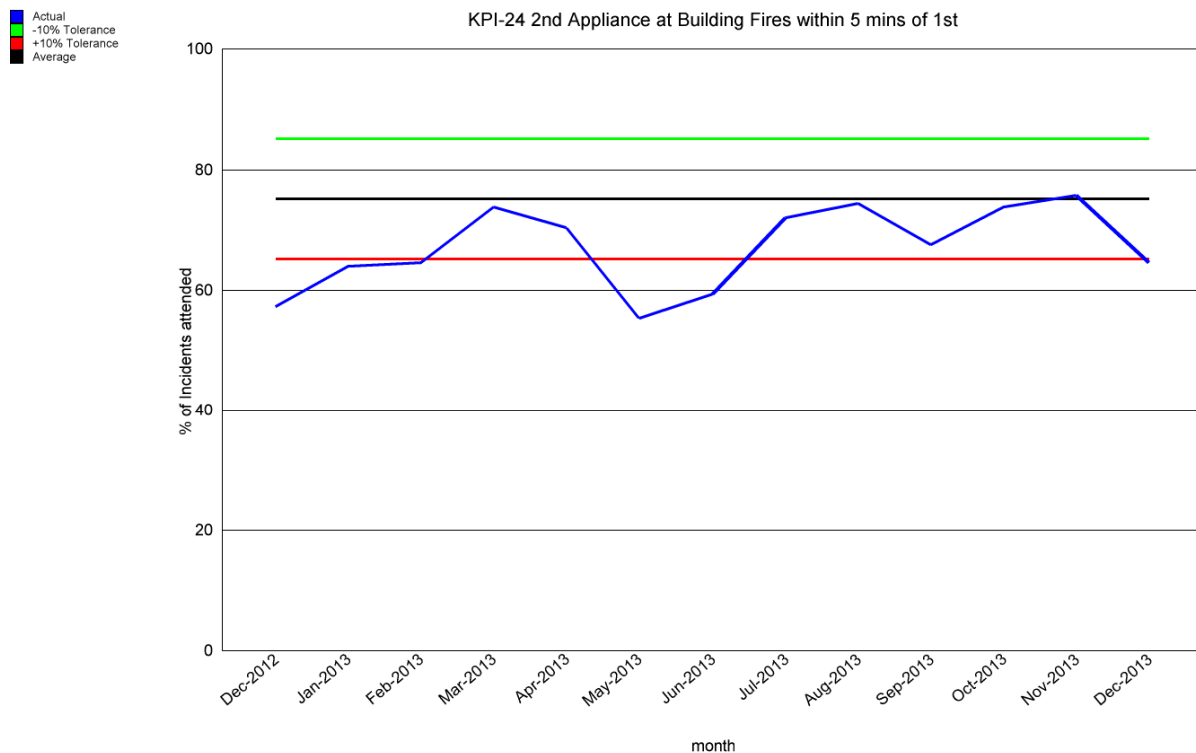
Travel distance to the incident	115	Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only)	3
Turn in time (Retained and Day Crew only)	40	Late Fire Call	2
Appliance not booked in attendance	13	Insufficient crew due to numbers of crew available	2
Incident outside Station turnout area	12	Training event delaying turn out i.e. drilling	2
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	8	Weather conditions / Road conditions	2
Mobilised from other location (not on home station)	5	Appliance involved in accident en route to incident	1
Incorrect or insufficient information passed to control on initial call	4	Known False Alarm	1
Mobilising Error	4	Not on home station ie school visit, HFS check	1
Responding at normal road speed, i.e. AFA's	4	Simultaneous Incident	1
Difficulty in locating incident address	3		
		Total	223

(Table 15 – Fire in Buildings –1<sup>st</sup> appliance standards not met Quarters 1-3 2013-14)

- In addition to the change in time of call highlighted above, there are also incidents where attendance within 10 minutes is out of the Fire Service's direct control. These have been included in the standard since it was introduced (75% within 10 minutes) but do continue to have a detrimental effect on the overall performance. The following reasons could be interpreted as being beyond the control of the fire crews achieving the 10 minute standard:
  - Actual distance from station to incident in out of town or remote area (especially after delay of up to 6 minutes for RDS to respond);
  - Delays in RDS responding into station greater than 6 minutes (e.g. road works or traffic conditions);
  - Road conditions due to other road users, road works and traffic calming measures or congestion at peak times;

- Weather conditions, such as ice or snow or flooding;
  - Incorrect or insufficient information passed to Fire Control;
  - Responding at normal road speed, based upon risk assessment and information available, such as “late fire calls” or AFAs:.
  - Mobilised to incorrect address;
  - Appliance not booked in attendance;
  - 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 12 –2nd Appliances at Building Fires within 5 minutes of the 1st appliance – December 2012 to December 2013)

**Summary** The Service saw a reduction in the number of second pump attendances at building fires that met the attendance standard compared with last year.

2nd Appliance attendance at Building Fires within 5 minutes of the 1 <sup>st</sup> Appliance	Quarters 1 to 3 2012-13	Quarters 1 to 3 2013-14
Building fires attended within 5 minutes of 1 <sup>st</sup> appliance	256	224
Total Number of Building fires attended by a 2 <sup>nd</sup> pump	363	329
<b>% attended within 10 minutes</b>	<b>70.5%</b>	<b>68.1%</b>

(Table 16 –2nd Appliance attendance Quarters 1-3 2012-13 and 2013-14)

- The percentage at the end of Quarter 3 has been adversely affected by performance in May and June 2013 where only 55.3% and 59.3% of 2nd appliances attended within 5 minutes of the first in May and June



respectively. 75.7% of building fires were attended by a second appliance within five minutes of the 1st in November and 74.2% in August 2013.

- As the second appliance time is measured from the first appliance arrival at the scene and not the time of call this indicator has not been affected by the change of Command and Control system.
- The table below illustrates the breakdown of reasons giving by the officer in charge at the incident for the 105 incidents where the standard was not met in Quarter 1 to 3 2013-14. Travel distance for the second pump accounted for 34% of the failures.

Travel distance for second pump	36	Incorrect or insufficient info passed to control on initial call	2
Turn in time (Retained and Day Crew only)	35	Not on home station i.e. school visit, HFS check	2
Appliance not booked in attendance	8	2nd pump not required (supporting pumps not required)	1
Not Stated	6	Difficulty in locating incident address	1
AFA 1 pump only mobilised	4	Insufficient crew with appropriate role skills	1
Traffic conditions causing delayed turn in time to stations (Retained and Day crewed only)	4	Mobilising Error	1
Incident outside station turnout area	3	Training event delaying turn out i.e. drilling	1
		Total	105

(Table 17 – 2<sup>nd</sup> Appliance at fires in Buildings –Standards not met Quarters 1 to 3 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.
- It has come to light that crews have not been prompted to provide a reason on the Incident Recording System (IRS) for the second appliance not attending within 5 minutes of the first appliance in the case of private sheds and other small buildings. This issue has now been rectified but resulted in six previous incidents having a reason not stated in Quarter 1 to 3 2013-14.

## 5. Retained Availability

**Summary** *There has been an increase in availability of 0.2% of all Retained Appliances across the Service when compared with the situation at the end of the same period last year.*

<b>Retained Availability</b>	<b>Quarters 1-3 2012-13</b>	<b>Quarters 1-3 2013-14</b>	<b>Percentage change</b>
April	88.6%	90.8%	2.2%
May	87.3%	89.4%	2.1%
June	87.2%	87.4%	0.1%
July	90.9%	89.2%	-1.8%
August	86.5%	87.9%	1.4%
September	90.9%	91.0%	0.1%
October	91.0%	93.0%	2.1%
November	91.9%	93.2%	1.3%
December	90.6%	91.1%	0.5%
<b>Total</b>	<b>90.1%</b>	<b>90.3%</b>	<b>0.2%</b>

*(Table 18 – Retained availability by month –Quarter 1-3 2012-13 & 2013-14)*

- The highest monthly retained availability in Quarter 1 to 3 2013-14 was in November 2013 where appliances were available 93.2% of the time and lowest monthly retained availability was in June 2013 where appliances were available 87.4% of the time.

<b>Reasons for Appliances being off the run Quarters 1 to 3 2013-14 for all stations</b>	<b>% of time Appliances unavailable</b>
Did not meet minimum crewing requirement	9.4%
No BA wearers	7.0%
No Officer in Charge	5.7%
No driver	3.1%
<b>Total impact on pump availability</b>	<b>10.7%</b>

*(Table 19 – Retained availability by factor – Quarters 1-3 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 Q1-3 2012-13	Availability Q1-3 2013-14	Better/ Worse
213 Worcester	96.8%	98.8%	2.1%
221 Stourport	94.2%	92.6%	-1.6%
231 Bewdley	91.7%	94.6%	2.8%
241 Kidderminster	97.8%	98.0%	0.2%
251 Bromsgrove	74.0%	90.6%	16.7%
261 Droitwich	78.7%	78.1%	-0.6%
271 Redditch	99.5%	99.3%	-0.2%
273 Redditch	85.2%	73.2%	-12.0%
281 Evesham	70.1%	95.3%	25.2%
291 Pebworth	76.1%	86.3%	10.1%
302 Broadway	84.7%	84.2%	-0.5%
311 Pershore	91.7%	92.5%	0.7%
322 Upton	91.2%	96.6%	5.4%
411 Malvern	99.8%	99.1%	-0.7%
421 Ledbury	90.7%	68.8%	-21.9%
422 Ledbury	96.2%	99.8%	3.7%
431 Fownhope	96.6%	97.3%	0.7%
441 Ross on Wye	95.5%	88.4%	-7.1%
442 Ross on Wye	99.6%	100.0%	0.4%
452 Whitchurch	88.7%	76.0%	-12.7%
463 Hereford	85.1%	97.1%	11.9%
472 Ewyas Harold	79.9%	91.8%	11.9%
481 Eardisley	99.5%	96.0%	-3.5%
492 Kington	92.7%	98.7%	6.0%
502 Leintwardine	88.8%	93.3%	4.5%
511 Kingsland	99.9%	100.0%	0.1%
521 Leominster	86.7%	78.4%	-8.2%
522 Leominster	96.7%	100.0%	3.3%
531 Tenbury	89.0%	58.2%	-30.8%
532 Tenbury	93.7%	99.5%	5.8%
541 Bromyard	80.4%	69.1%	-11.3%
542 Bromyard	87.6%	99.3%	11.7%
552 Peterchurch	95.6%	89.8%	-5.8%
<b>Total</b>	90.1%	90.30%	0.2%

(Table 20 –% of Retained availability by Station, comparing Quarters 1-3 2013-14 with Quarters 1-3 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 58.2% of the time in Quarters 1 to 3 2013-14 and has reduced by 30.8% on Quarter 1 to 3 2012-13 availability. This reduction in availability was due to specific circumstances where six crew members from Tenbury have resigned/retired in the last nine months which has affected crewing. The Rescue pump at Tenbury (532) was still available 99.5% of the time in Quarters 1 to 3 2013-14.
  - Similarly Ledbury 421 which was available 68.8% of the time in Quarters 1 to 3 2013-14 and has reduced by 21.9% on Quarter 1 to 3 2012-13 availability. This reduction in availability was mainly due in the lack of a sufficient crew and the lack of suitably qualified BA wearers. The Rescue pump at Ledbury (522) was still available 98.8% of the time in Quarters 1 to 3 2013-14.
  - Whitchurch 452 was available 76.0% in Quarters 1 to 3 2013-14 and had reduced by 12.7% compared with Quarters 1 to 3 2012-13 availability. This reduction in availability was mainly due to the lack of suitably qualified BA wearers or the lack of a suitably qualified Officer in Charge.
- Three appliances have shown significant improvement from Quarters 1 to 3 2012-13 to Quarters 1-3 2013-14:
  - Evesham 281 (up 25.2% on Quarters 1 to 3 2012-13 availability). The increase in availability was mainly due to increases in availability of a suitably qualified Officer in Charge and LGV drivers.
  - Bromsgrove 251 (up 16.7% on Quarters 1 to 3 2012-13 availability). The increase in availability was mainly due to increases in availability of a suitably qualified Officer in Charge and sufficient crew.
  - Hereford 463 (up 11.9% on Quarters 1 to 3 2012-13 availability). The increase in availability was mainly due to increases in availability of sufficient crew and LGV drivers.
- Ross 442, Kingsland 511 and Leominster 522 all had 100% retained availability throughout Quarters 1 to 3 2013-14.