Appendix 1

Fire Authority 2020-21 Performance Report: Q1-Q4 (1 April 2020 – 31 March 2021)

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1. Introduction

This report summarises incident data recorded in the Incident Recording System (IRS)* and reviews the Service's overall performance against agreed performance indicators for Q1-Q4 (01/04/20 – 31/03/21). It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and first on-call appliance availability.

**Incidents that occurred outside the Service's border are not included in the following statistics, but are reported separately in section 2.3 of this Performance Report.*

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.

There may be some differences in the data between this report and previous ones. The interrogation of the Incident Recording System throughout the previous year has given an opportunity to assure the quality of the total incident figures reported in last year's Performance Reports. Furthermore, by utilising Structured Query Language (SQL), the Service has gained access to a larger dataset with an increased level of accuracy; this primarily affects the number of incidents that need to be removed from the Primary Building Fire attendance standards following quality control.

2. Total incidents

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

2.1. Analysis

The total number of incidents attended in Q1-Q4 2020-21 was 7,018 as shown in Figure 1, and is 11.18% (883 incidents) fewer than the same period in 2019-20. It comprises of 1,664 Fires, 2,009 Special Services and 3,345 False Alarms. The total number of incidents in Q1-Q4 remained below the 3-year mean with the exception of July and August which were above the 3-year mean; with August rising above the upper tolerance level (3-year mean +10%). Both months saw an increase in all incident types above the average for Q1-Q4 2020-21, in particular both July and August 2020 had the highest number of false alarms.

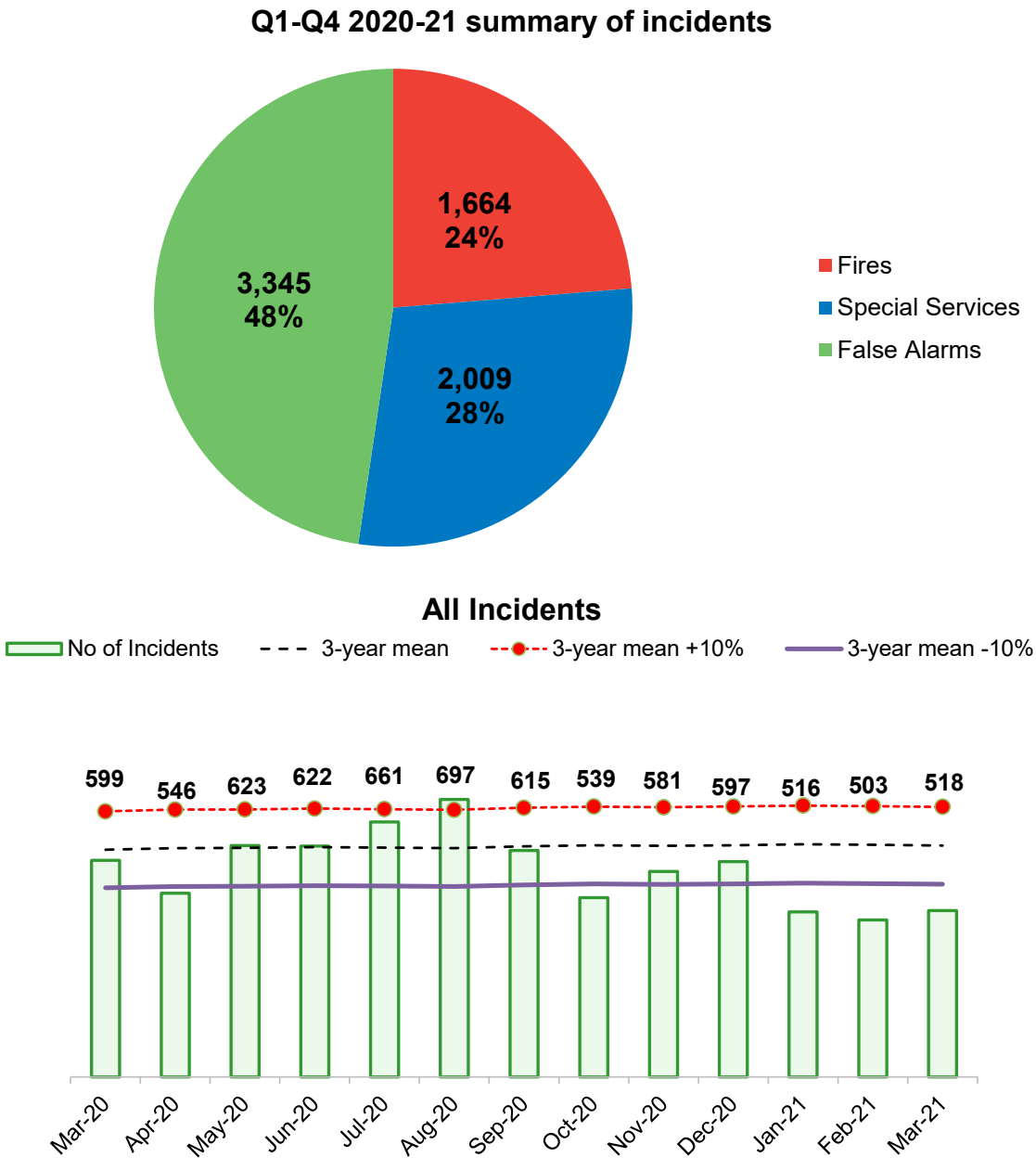


Figure 1 – Total Incidents per month: from March 2020 to March 2021

Table 1 – Total Incidents

Total Incidents	Q1-Q4 2019-20	Q1-Q4 2020-21	Change	
Fires	1,706	1,664	**-42**	**-2.46%**
Special Services	2,744	2,009	**-735**	**-26.79%**
False Alarms	3,451	3,345	**-106**	**-3.07%**
Total	**7,901**	**7,018**	**-883**	**-11.18%**

Table 1 provides a comparison between incidents attended in Q1-Q4 2020-21 and Q1-Q4 of the previous year.

a) There were 1,664 Fires in Q1-Q4 2020-21. This is a decrease of 42 incidents in comparison to Q1-Q4 2019-20. More detail can be found in Section 3.

b) There were 2,009 Special Service incidents in Q1-Q4 2020-21. This is a decrease of 735 incidents in comparison to Q1-Q4 2019-20. More detail can be found in Section 4.

c) There were 3,345 False Alarms in Q1-Q4 2020-21. This is a decrease of 106 incidents in comparison to Q1-Q4 2019-20. More detail can be found in Section 5.

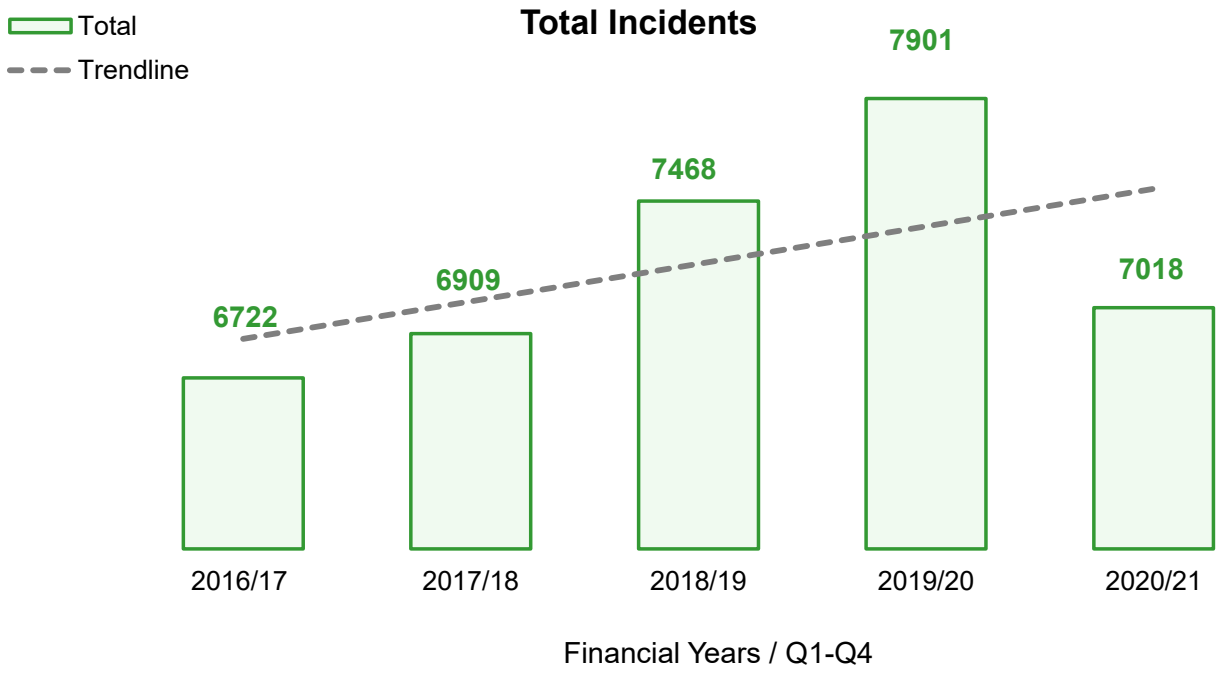


Figure 2 – All Incidents from Q1-Q4 2016-17 to Q1-Q4 2020-21

The overall number of incidents for Q1-Q4 2020-21 has decreased when compared to Q1-Q4 2019-20. The majority of the decrease in incidents can largely be accounted for by the 26.79% fall in the number of Special Service incidents (-735 incidents), however both Fires (-42 incidents) and False Alarms (-106 incidents) also decreased.

2.2. Number of incidents per station ground area

Table 2 shows the number of incidents recorded in each fire station ground area in Q1-Q4 2020-21. "Over the border" incidents are not included; more information on this can be found in section 2.3.

Table 2 – Incidents per station ground Q1-Q4 2020-21

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromsgrove	North District	116	146	218	480
Droitwich Spa	North District	75	96	145	316
Redditch	North District	210	236	416	862
Tenbury	North District	14	31	21	66
Wyre Forest	North District	307	275	600	1182
Total	**North District**	**722**	**784**	**1400**	**2906**
		43.39%	**39.02%**	**41.85%**	**41.41%**
Broadway	South District	5	8	25	38
Evesham	South District	120	109	234	463
Malvern	South District	78	92	199	369
Pebworth	South District	26	13	12	51
Pershore	South District	41	50	70	161
Upton upon Severn	South District	26	40	28	94
Worcester	South District	223	321	632	1176
Total	**South District**	**519**	**633**	**1200**	**2352**
		31.19%	**31.51%**	**35.87%**	**33.51%**
Bromyard	West District	38	50	30	118
Eardisley	West District	14	26	7	47
Ewyas Harold	West District	12	26	13	51
Fownhope	West District	5	12	7	24
Hereford	West District	160	235	432	827
Kingsland	West District	18	17	15	50
Kington	West District	11	15	15	41
Ledbury	West District	43	34	47	124
Leintwardine	West District	10	12	11	33
Leominster	West District	30	49	72	151
Peterchurch	West District	14	15	12	41
Ross-on-Wye	West District	49	65	62	176
Whitchurch	West District	19	36	22	77
Total	**West District**	**423**	**592**	**745**	**1760**
		25.42%	**29.47%**	**22.27%**	**25.08%**
Grand Total		**1664**	**2009**	**3345**	**7018**

Where the difference between the numbers of incidents located in the station ground area has increased by more than 10 incidents when compared to Q1-Q4 2019-20, the cell is filled yellow, where the increase is greater than 50 the cell is filled orange. Where the number of incidents has decreased by more than 10 the cell is filled green.

a) The total number of incidents in the North District decreased by 287 incidents when compared to 2019-20, the majority of this reduction is accounted for by a 217 decrease in Special Service incidents.
b) The total number of incidents in the South District decreased by 400 incidents when compared to 2019-20, the majority of this decrease is accounted for by a 244 decrease in Special Service incidents and a 140 incident decrease in False Alarms.
c) The total number of incidents in the West district decreased by 196 incidents when compared to 2019-20, the biggest decrease was seen in Special Service incidents with 274 fewer incidents; however this decrease was offset by an increase of 67 False Alarm incidents.
d) The increase of the 67 False Alarm incidents in the West District is accounted for by the 86 incident increase of False alarms in Hereford when compared to Q1-Q4 2019-20.
e) Wyre Forest, Evesham, Pebworth and Ross on Wye were the only four station ground areas which saw an increase of 10 or more Fires when compared to 2019 with 13, 15, 10 and 10 respectively.
f) Pebworth was the only station ground to have an increase of more than 10 incidents overall when compared with 2019-20, with an additional 11 incidents.

2.3. Over the border incidents attended by HWFRS

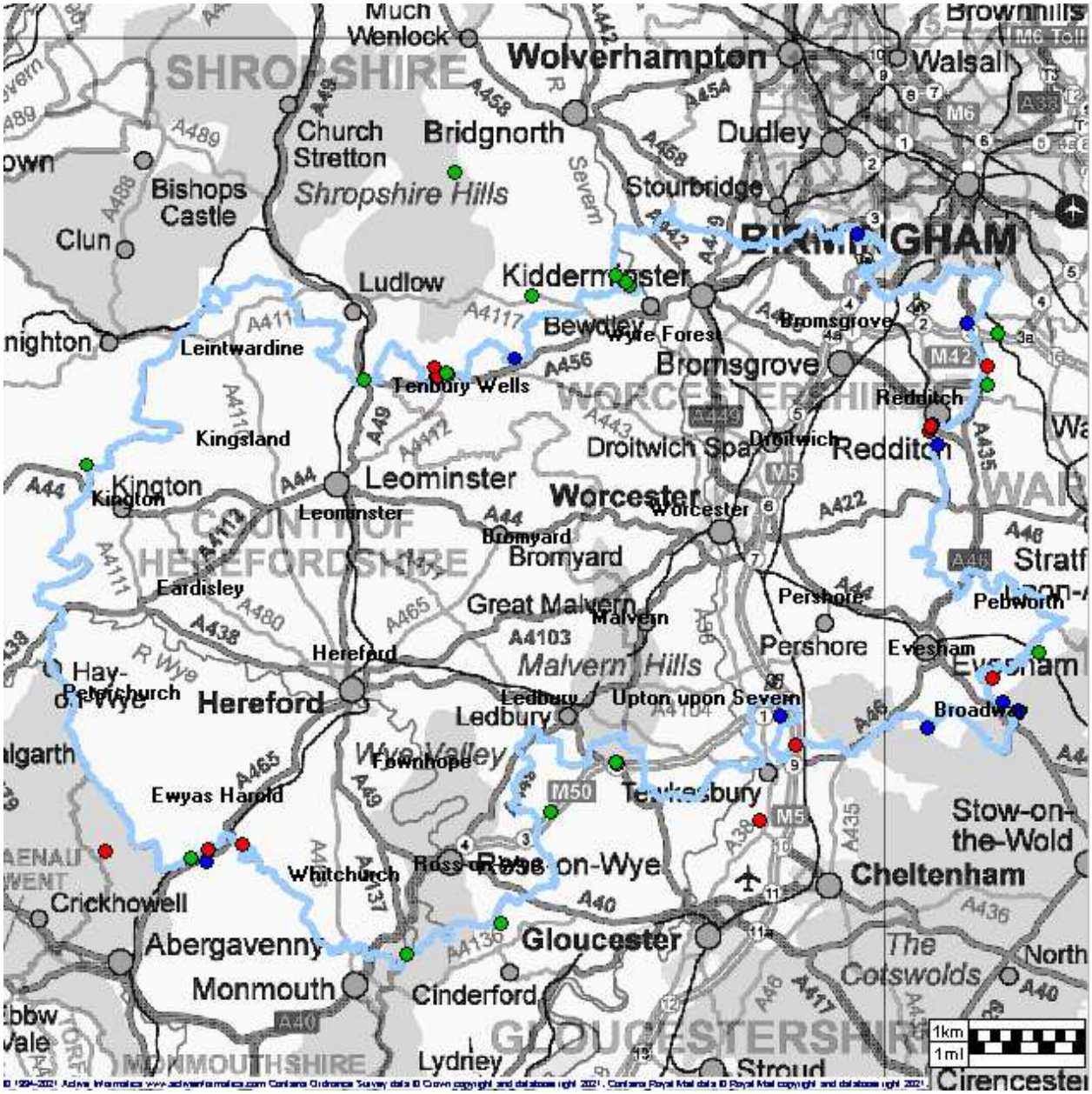
The total number of over the border incidents attended in Q1-Q4 2020-21 was 47, as shown in Table 3. This is a decrease of 7 incidents compared with Q1-Q4 2019-20.The 47 incidents comprised 13 Fires, 22 Special Services and 12 False Alarms. No over the border incidents were attended in Staffordshire.

Out of the 47 over the border incidents the Service attended, 4 involved a missing person and 2 required entry to be gained.

Table 3 – Over the border incidents by Station attended Q1-Q4 2020-21

Station attended	Total	South Wales	Shropshire	Warwickshire	West Midlands	Gloucestershire	Mid & West Wales
Broadway	1	0	0	0	0	1	0
Bromsgrove	1	0	0	0	1	0	0
Evesham	3	0	0	0	0	3	0
Ewyas Harold	4	4	0	0	0	0	0
Kington	2	0	0	0	0	0	2
Ledbury	4	0	4	0	0	0	0
Pebworth	1	0	0	0	0	1	0
Pershore	3	0	0	0	0	3	0
Redditch	9	0	0	9	0	0	0
Ross on Wye	4	0	0	0	0	4	0
Tenbury Wells	10	0	10	0	0	0	0
Upton upon Severn	1	0	0	0	0	1	0
USAR	1	0	1	0	0	0	0
Wyre Forest	3	0	3	0	0	0	0
Total	**47**	**4**	**18**	**9**	**1**	**13**	**2**

Figure 3 – Location of over the border incidents attended by HWFRS*



False Alarm
Fire
Special Service

**Two Ledbury incidents and the USAR incident are not shown on this map as they were located outside of the map boundary in Shropshire. All three incidents were Special Services.*

2.4. Key performance indicators

a) The total number of incidents in Q1-Q4 2020-21 remained below the 3-year mean, with the exception of July and August. In these months there was an above quarterly average of False Alarms. (see Section 2)
b) The total number of Fire incidents was above the 3 year average +10% in May and June 2020, peaked above the 3-year mean in September and then remained below average for the rest of the financial year. Secondary Fires caused the biggest rise in total fires when compared to Q1-Q4 2019-20. (see Section 3)
c) The total number of Primary Fires was above the 3 year average in May 2020 but remained below average for the rest of Q1-Q4. The only increase in incidents was Primary Outdoor Fires, while both Primary Building Fires and Primary Vehicle & Transport Fires decreased when compared to Q1-Q4 2019-20. (see Section 3.3)
d) There was a 7.69% decrease in Primary Fire casualties in Q1-Q4 2020-21, with 72 casualties compared to 78 in Q1-Q4 2019-20. There were three Primary Fire fatalities during this period. (see Section 3.3)
e) The number of Secondary Fires was above the 3 year average +10% between April 2020 to September 2020, with the majority of the increase seen in Grassland, Woodland and Crop fires. (see Section 3.4)
f) The number of Chimney Fires increased by 11.22% when compared to Q1-Q4 2019-20. (see Section 3.5)
g) The total number of Special Service incidents was above the 3 year average +10% in August 2020, December 2020 and January 2021, even though the total number of incidents attended declined by 26.79% when compared to Q1-Q4 2019-20. (see Section 4)
h) The number of RTC's during Q1-Q4 2020-21 decreased by 170 incidents, casualties in RTC's also declined by 38.42%, with 234 casualties compared to 380 in Q1-Q4 2019-20. (see Section 4.3)
i) The number of False Alarms was below the 3-year mean during Q1-Q4 except in July and August 2020 where the number of incidents went above the upper tolerance. All False Alarm subcategories decreased during Q1-Q4 2020-21 (see Section 5).
j) The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q4 2020-21 was 11 minutes and 1 second with 48.49% of incidents meeting the Primary Building Fire 10 minute attendance standard. (see Section 6)
k) The first On-Call appliance availability for Q1-Q4 2020-21 was on average 91.66% increasing by an average of 6.69% when compared to 2019-20. (see Section 7)
l) All staff sickness has improved from 5.71 days lost per head in Q1-Q4 2019-20 to 3.75 Q1-Q4 2020-21. (see Section 8.1)
m) All Wholetime staff sickness has improved from 8.92 days lost per head in Q1-Q4 2019-20 to 5.66 in Q1-Q4 2020-21. (see Section 8.2)
n) All Non-Uniformed staff sickness has improved from 9.53 days lost per head in Q1-Q4 2019-20 to 6.28 in Q1-Q4 2020-21. (see Section 8.3)
o) All Fire Control staff sickness has improved from 7.28 days lost per head in Q1-Q4 2019-20 to 3.75 in Q1-Q4 2020-21.(see Section 8.4)

2.5. Community Risk's activity

a) Due to the Covid-19 pandemic, prevention activities were reduced in Q1 2020-21. Throughout lockdown the Community Risk team continued to receive referrals from partner agencies for vulnerable individuals who required a visit. The team adopted a risk assessment approach and Community Risk Technicians, wearing the correct PPE, continued to visit the homes of those who are most vulnerable to fire to carry out Safe and Well Checks. Due to the hot spells of weather encountered, seasonal advice was offered, in particular water safety, bonfire safety

and cooking safely outdoor. Fire safety advice was also given to businesses to assist them during the pandemic.

b) Campaigns in Q2 2020-21 included Home Safety, Business Safety, gas and chimney safety. The team has worked with partners to promote fire safety and Safe and Well Checks to ensure we reach those who are most vulnerable to fire. The team has also been working alongside local high schools to look at alternative ways to deliver road safety to year 11 students, as Dying 2 Drive was unable to take place this year in its usual format. Seasonal advice has also been offered, in particular with fires, BBQs, cooking safety and water safety.
c) Campaigns in Q3 included Older People's Day, Road Safety Week, Home Safety Week and Electrical Fire Safety Week. The Community Risk team have continued to carry out home safety visits to those individuals who are most vulnerable to fire and we have worked with partners to promote fire safety and Safe and Well Checks to ensure we reach those who are most in need or our Service. Seasonal advice has also been offered, in particular with fireworks and bonfire safety along with giving advice to the public on staying safe during the festive period and during this time of Covid-19.
d) Campaigns in Q4 included Cooking Safety, Smoke Alarm purchasing and testing. The Prevention team have continued to carry out home safety visits to those individuals who are most vulnerable to fire. We have been working with partners to promote fire safety and Safe and Well Checks, carrying this out by virtual training sessions, as well as carrying out awareness sessions virtually to vulnerable groups within the community. Seasonal advice has also been offered, in particular during cold spells of weather and chimney safety. We have also given advice to the public on staying safe during the Chinese New Year celebrations, particularly during this time of a Covid-19 lockdown.

2.6. Weather[1]

a. April 2020 had a high temperature of 24° C in Worcester with an average rainfall of 4.2cm.
b. May 2020 had a high temperature of 26° C in Worcester with an average rainfall of 4.03cm
c. June 2020 had the highest record temperature in Q1 2020-21 with 29° C in Worcester; June also had the highest average rainfall with 4.5cm.
d. July 2020 had a high temperature of 31° C in Worcester with an average rainfall of 4.96cm.
e. August 2020 had the highest record temperature in Q2 2020-21 of 32° C in Worcester with an average rainfall of 5.89cm
f. September 2020 had a high temperature of 27° C in Worcester with an average rainfall of 5.4cm.
g. October 2020 had a high temperature of 23° C in Worcester with an average rainfall of 7.13cm.
h. November 2020 had a high temperature of 17° C in Worcester with an average rainfall of 6.9 cm.
i. December 2020 had a high temperature of 15° C in Worcester with an average rainfall of 6.82cm and 1 day of snow.
j. January 2021 had a high temperature of 13° C in Worcester and a Low of -3° C.
k. February 2021 had a high temperature of 16° C in Worcester and a Low of -2° C.
l. March 2021 had a high temperature of 22° C in Worcester and a Low of -3° C. The midlands saw an average rainfall of 4.52cm.

[1] Data from weather trends, Microsoft Bing.

3. Fire incidents

3.1. Introduction

Types of fire as recorded in the IRS:

a) Primary – to be categorised as Primary, fires must be either:

- occurring in a (non-derelict) building, vehicle or outdoor structure;
- involving fatalities, non-fatal casualties or rescues, or
- attended by 5 or more appliances.

b) Secondary – are generally outdoor fires which do not involve people or property.

c) Chimney – are fires in buildings where the flame was contained within the chimney structure and did not meet any of the requirements to become a Primary Fire.

3.2. Analysis

The number of fires in Q1-Q4 2020-21 has decreased by 42 incidents to 1,664 when compared to the same period in 2019-20 (Table 4). The total number of Fire incidents was above the 3 year average +10% in May and June 2020, peaked above the 3-year mean in September and then remained below average for the rest of the financial year. Secondary Fires caused the biggest rise in total fires when compared to Q1-Q4 2019-20.

Table 4 – Total Fires

Total Fires	**Q1-Q4 2019-20**	**Q1-Q4 2020-21**	**Change**	
Primary Fires	973	816	-157	-16.14%
Secondary Fires	635	739	+104	+16.38%
Chimney Fires	98	109	+11	+11.22%
Total	**1,706**	**1,664**	**-42**	**-2.46**

a) There was a total of 816 Primary Fires in Q1-Q4 2020-21. This is a decrease of 157 incidents in comparison to Q1-Q4 2019-20.

b) There was a total of 739 Secondary Fires in Q1-Q4 2020-21. This is an increase of 104 incidents in comparison to Q1-Q4 2019-20.

c) There was a total of 109 Chimney Fires in Q1-Q4 2020-21. This is an increase of 11 incidents in comparison to Q1-Q4 2019-20.

The overall number of Fire incidents in 2020-21 remained within +/- 10% of 2019-20. The main changes in the figures are seen in the Primary and Secondary Fire categories with both decreasing and increasing by around 16% respectively. Chimney Fires remain comparable to 2019-20 with a slight increase of 11 incidents. This is discussed further in section 3.4.

Figure 5 shows the 5-year downward trend for the total number of fires recorded in each Q1-Q4 period between 2016-17 and 2020-21, with the lowest number of fires in 2020-21 (1,664) and the highest in 2018-19 (2,175).

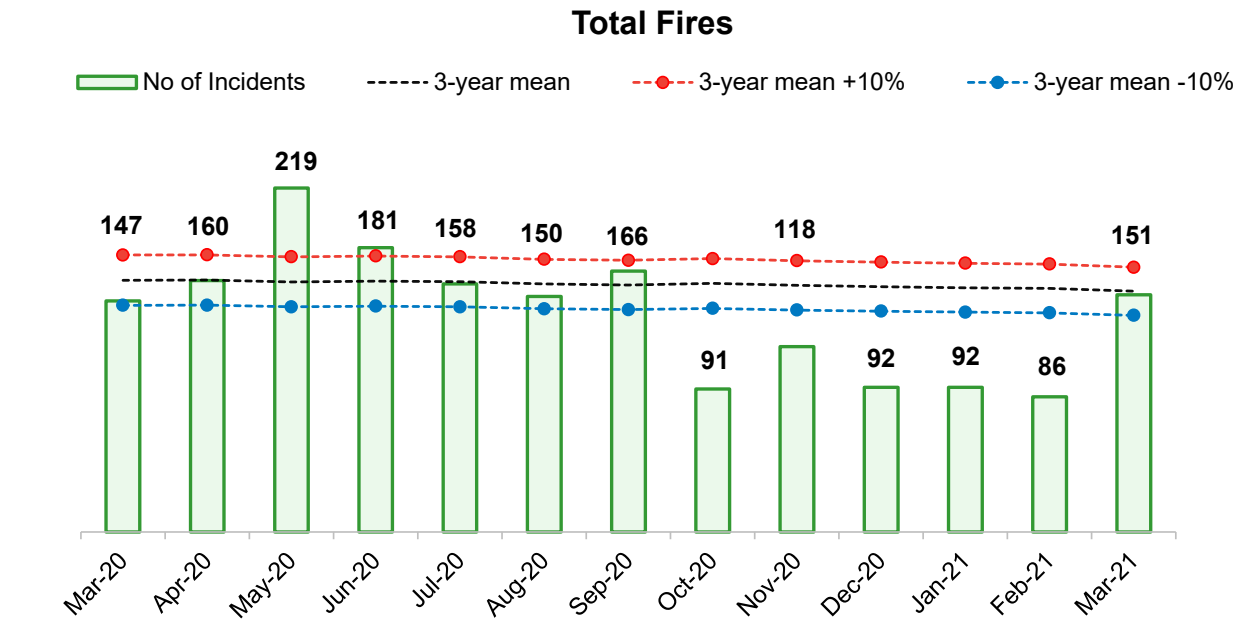


Figure 4 – Total Fires per month: from March 2020 to March 2021

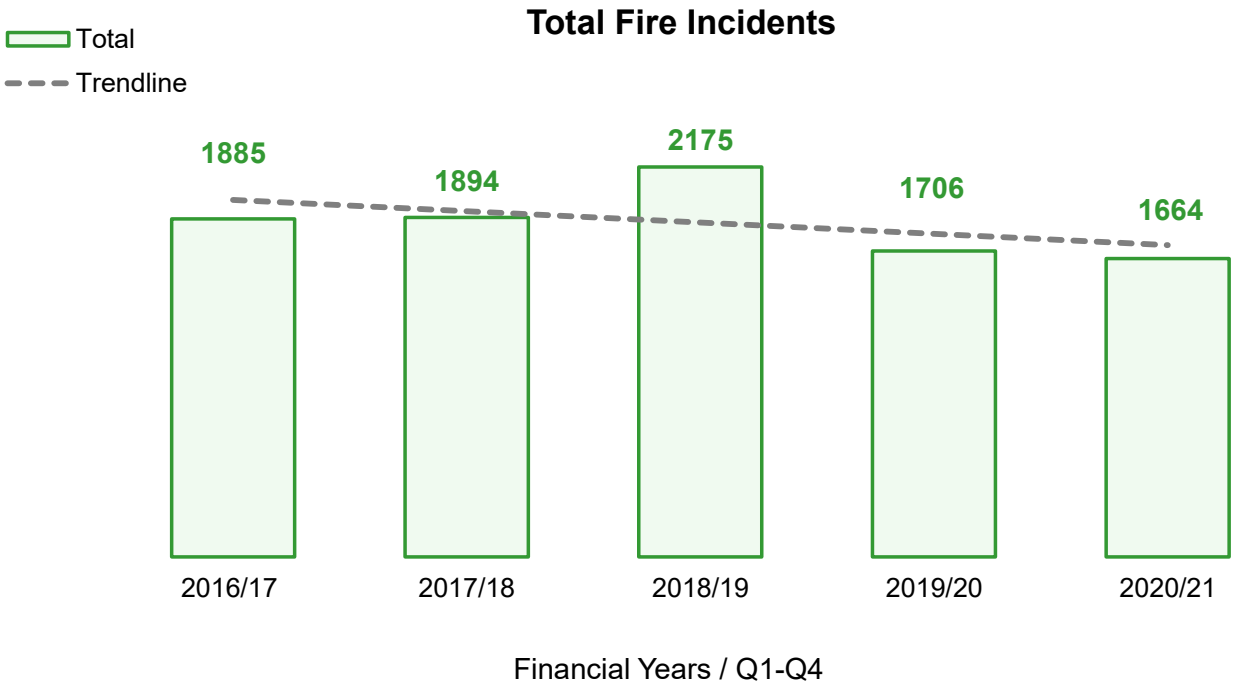


Figure 5 – Total Fires: from Q1-Q4 2016-17 to Q1-Q4 2020-21

3.3. Primary fires

The number of Primary Fires in Q1-Q4 2020-21 has decreased by 157 incidents overall when compared to Q1-Q4 2019-20 (Table 5, Figure 6). Figure 7 shows a downward 5-year trend for the total number of Primary Fires recorded in each Q1-Q4 between 2016-17 and 2020-21. The total number of Primary Fires was above the 3 year average in May 2020 but remained below for the rest of Q1-Q4. The only increase in incidents was Primary Outdoor Fires, while both Vehicle & Transport Fires and Primary Building Fires decreased when compared to Q1-Q4 2019-20.

Table 5 – Primary Fires

Primary Fires	**Q1-Q4 2019-20**	**Q1-Q4 2020-21**	**Change**	
Building Fires	615*	497	-118	-19.19%
Outdoor Fires	88	127	+39	+44.32%
Vehicle & Transport Fires	270	192	-78	-28.89%
Total	**973***	**816**	**-157**	**-16.14%**

** Note: The 2019-20 Q1-Q4 Performance Report shows the number of Primary Building Fires to be 614 whereas in this report it shows as 615. Hereford and Worcester Fire Service ensure that the data retained in the Incident Recording System is timely and up to date. Since the Q1-Q4 Performance report was written, an incident which was reported as a derelict building was updated to be non-derelict following a Fire Investigation. This also results in the total number of Primary Fires increasing by 1, and the total number of Secondary Fires decreasing by 1.*

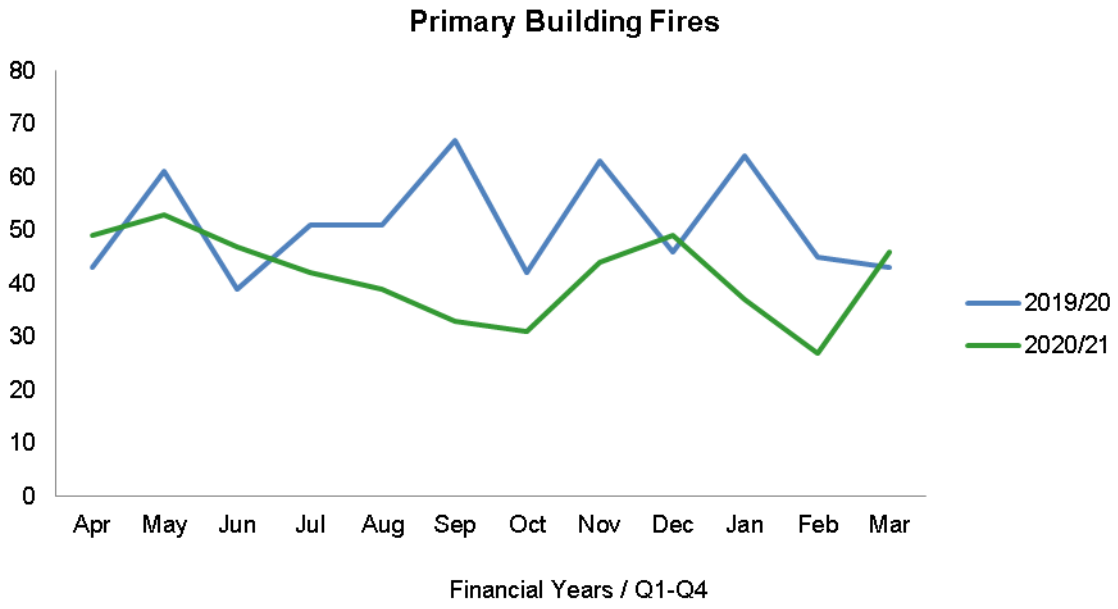
a) There were 497 Primary Building Fires in Q1-Q4 2020-21. This is a decrease of 118 incidents in comparison to Q1-Q4 2019-20.

b) There were 127 Primary Outdoor Fires in Q1-Q4 2020-21. This is an increase of 39 incidents in comparison to Q1-Q4 2019-20.

c) There were 192 Primary Vehicle & Transport Fires in Q1-Q4 2020-21. This is a decrease of 78 incidents in comparison to Q1-Q4 2019-20.

The total number of Primary Fires in Q1-Q4 2020-21 has decreased by 16.14% when compared to Q1-Q4 2019-20. This can be largely accounted for by the reduction in the numbers of Primary Building Fires and Vehicle & Transport Fires. In terms of the locations of the Primary Fires, the Wyre Forest station ground area had the largest percentage of all Primary Fires with 18.26% (149 incidents). 15.07% of all Primary Fires were caused deliberately (123 incidents) with the highest number located in Redditch (30 incidents), this compares with 84.93% (693 incidents) which were caused accidentally or where the cause is not known.

There were 497 Primary Building Fires in Q1-Q4 2020-21, a decrease of 19.19% when compared to 2019-20. The main location of Primary Building Fires was in the Wyre Forest (88 incidents), followed by Redditch (73 incidents). The main starting location of Primary Building Fires was located in the Kitchen (190 incidents) where the main causes were cooking, combustible materials to close to a heat source and fault in an equipment or appliance. Of these causes, the most predominant housing occupancy type was people who lived on their own. Over three quarters (75.65%) of all Primary Building Fires resulted in a Fire damage area of less than 5sq.m; The Service continues to improve response times to Primary Building Fires, and further information can be found in Section 6.2 of this report.



There was a steady decrease in Primary Building Fires from May – October 2020. During this time lockdown restrictions were gradually eased and people were able to spend more time outside of their houses. In October 2020, the PM announced the second lockdown which came into force in November; this coincides with an increase in Primary Building Fires as people began to spend more time at home. In December 2020, the number of Primary Building Fires returned to a level comparable with 2019-20 as people spent time at home for Christmas. In January 2021, England entered the third lockdown which reflects the gradual increase of Primary Building Fires in the following months. Although more people remained at home during 2020/21, the number of Primary Building Fires remained in most part lower than 2019-20.

The domestic property type 'dwelling' is a further classification of Primary Building Fires of interest. There were 424 Accidental (including not known) dwelling fires during Q1-Q4 2020-21 compared to 449 in the same period in 2019-20, a decrease of 25 incidents. The most common household occupancy was people who lived alone with 127 incidents, with 67.72% of incidents starting in the kitchen, with the most common cause due to cooking. The next highest household occupancy type were couples with dependent children with 66 incidents, where the most common cause of fire for this household type due to a fault in equipment or appliance with 21.21%, followed by combustible articles too close to heat source and cooking with 15.15% each. Both people living on their own and couples with dependent children also had the highest number of incidents where the smoke alarm failed to operate. The most common reasons given for this was that the fire was not close enough to the detector or that the fire was in an area which was not covered by the system.

Primary Outdoor Fires was the only incident category that saw an increase in incidents when compared to the same period in 2019-20 (+44.32%). The main causes of Primary Outdoor Fires were arson (33.86%) and bonfires going out of control (11.81%). Wyre Forest had the highest number of Primary Outdoor incidents with 31, followed by Bromsgrove (14), Redditch (13) and Worcester (12).

The decrease in the number of Vehicle & Transport Fires was mainly found in the urban areas of Redditch (-22 incidents), Bromsgrove (-15 incidents), Wyre Forest (-14 incidents) and Hereford (-12 incidents), however in Worcester, there was an increase of 6 Primary Vehicle & Transport incidents.

During Q1-Q4 2020-21, many people across England were subject to lockdowns by the government following the Covid-19 coronavirus outbreak; this could be a reason for the drop in the number of Vehicle and Transport Fires in the urban areas of Herefordshire and Worcestershire, as fewer people were using their cars. Alongside this, schools were closed as school terms were brought to an end earlier than usual in 2020-21; this may be a cause of the rise in deliberate Outdoor Fires.

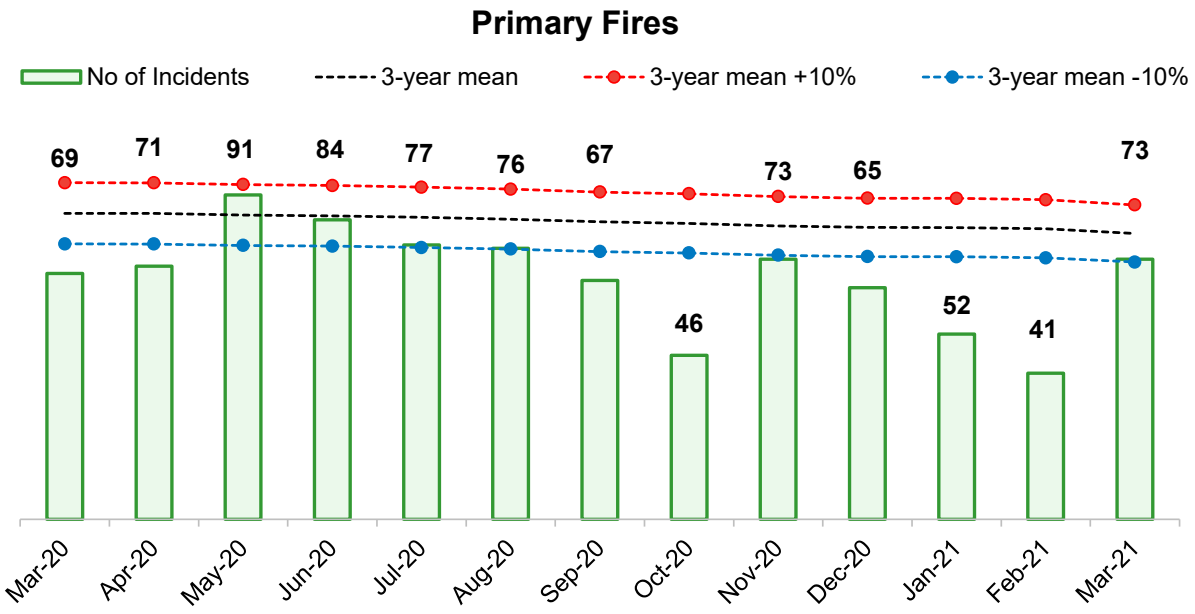


Figure 6 – Primary Fires per month: from March2020 to March 2021

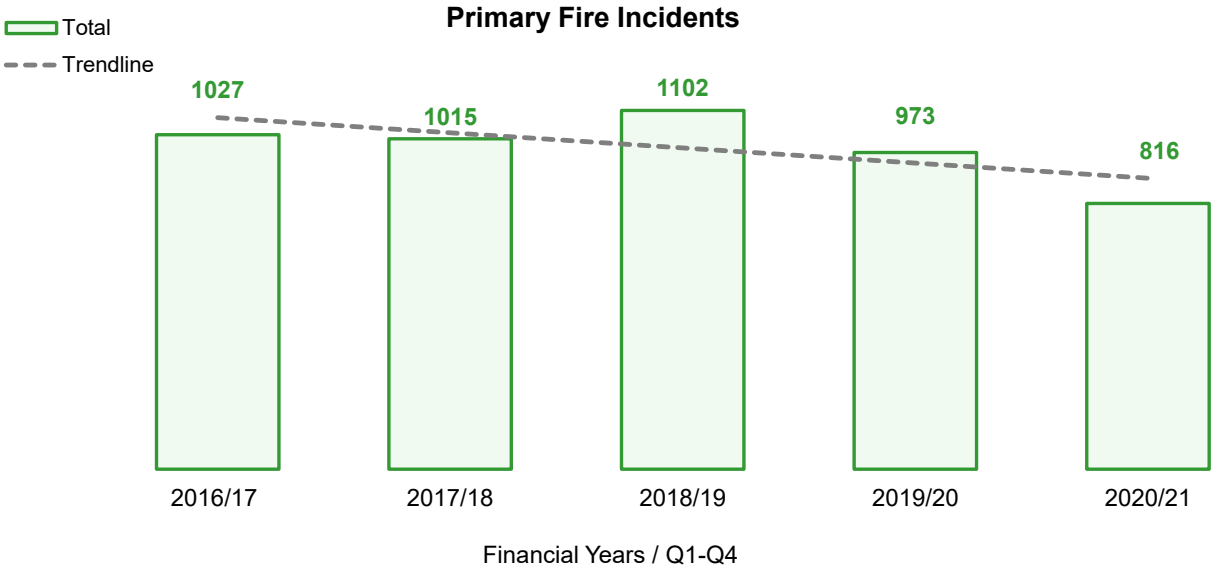


Figure 7 – Primary Fires: from Q1-Q4 2016-17 to Q1-Q4 2020-21

Table 6 – Primary Fires casualties

Primary Fires Casualty*: severity	Q1-Q4 2019-20		Q1-Q4 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	2	2	3	3	+50.00%	+50.00%
Victim went to hospital, injuries appear to be Serious	10	11	11	13	+10.00%	+18.18%
Victim went to hospital, injuries appear to be Slight	26	38	25	33	-3.85%	-13.16%
First aid given at scene	25	27	21	23	-16.00%	-14.81%
Total	**63**	**78**	**60**	**72**	**-4.76%**	**-7.69%**

** Note: the above casualty severity data refers to all Primary Fire incidents regardless of property type (see section 3.1 to see how Primary Fires are classified).*

The total number of Primary Fire casualties for Q1-Q4 2020-21 decreased when compared to Q1-Q4 2019-20 by 7.69%. Unfortunately, there were 3 fatalities during Q1-Q4 2020-21.

The main sources of ignition for the casualties who suffered injuries or needed first aid were due to cooking, smoking related causes or matches and candles.

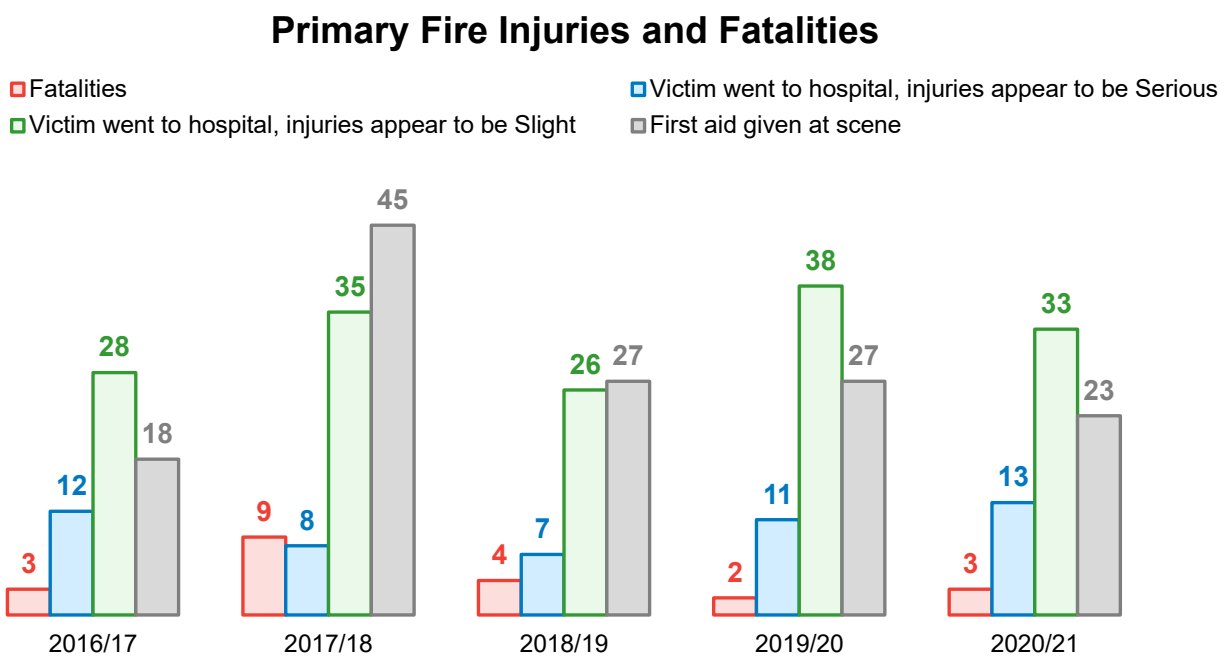


Figure 8 – Primary Fire Injuries and Fatalities: from Q1-Q4 2016-17 to Q1-Q4 2020-21

3.4. Secondary fires

The number of Secondary Fires in Q1-Q4 2020-21 increased by 16.38% when compared to 2019-20 (Table 7, Figure 9) with the highest number of Secondary Fires occurring in May 2020. The months of April, May, June, July, August and September were all above the upper tolerance level of the 3-year mean +10% but the rest of the financial year remained below the 3-year average.

Figure 10 shows the 5-year trend line for the total number of Secondary Fires recorded in each Q1-Q4 between 2016-17 and 2020-21. The 739 Secondary Fires is higher than the same period in 2019-20 but lower than in 2018-19.

Table 7 – Secondary Fires

Secondary Fires	**Q1-Q4 2019-20**	**Q1-Q4 2020-21**	**Change**	
Grassland, Woodland and Crop	226	327	**+101**	**+44.69%**
Other Outdoors (including land)	187	232	**+45**	**+24.06%**
Outdoor Structures	152	129	**-23**	**-15.13%**
Building & Transport	57	38	**-19**	**-33.33%**
Outdoor Equipment & Machinery	13	13	**-**	**-**
Total	**635**	**739**	**+104**	**+16.38%**

a) Just under half of all Secondary Fires for Q1-Q4 2020-21 were 'Grassland, Woodland and Crop' fires, increasing by 101 incidents when compared to Q1-Q4 2019-20.

b) The second largest proportion of Secondary Fires for Q1-Q4 2020-21 were Other Outdoors (including land) fires, increasing by 45 incidents when compared to Q1-Q4 2019-20.

c) There were decreases in the numbers of Building & Transport and Outdoor Structure fires.

d) Outdoor Equipment & Machinery fires remained the same with 13 fires during Q1-Q4 2020-21 compared to Q1-Q4 2019-20.

While 55.21% of all Secondary Fires were caused by accident (including unknown), 44.79% were recorded as deliberate. Although there has been an increase of over 100 incidents, the causes of Secondary Fires remain within a small deviation compared to 2019, where 56.69% of Secondary Fires were accidental (including unknown) and 43.31% were deliberate.

The main cause for 29.09% of all Secondary Fires was 'Loose refuse (incl. in garden)' and 'Private/Domestic garden/allotment (vegetation not equipment/building)'. The most notable percentage changes in the causes of Secondary Fires when compared to Q1-Q4 2019 were an 1500% increase in the number of Secondary Fires involving Heathland or moorland (+15 incidents), a 137.93% increase in the number of incidents involving tree scrub (+ 40 incidents), and a 128.57% increase with other outdoor items (including roadside furniture) (+9 incidents). The main decreases were Secondary Fires involving rubbish (-24 incidents) followed by railway trackside vegetation (-20 incidents).

The highest numbers of Secondary Fires were located in Wyre Forest with 20.30% of the total (150 incidents) but remained comparable to 2019 (140 incidents). The main changes in the locations of Secondary Fires are found in Evesham with an additional 21 incidents when compared to 2019, followed by Redditch with 14 and Hereford with 12.

Nearly 70% of all Secondary Outdoor Fires had an estimated fire damage of up to 5sq.m. reflecting the Service's effective response to incidents. However, three incidents had fire damage estimated at over 10,000 sq.m. One was in Peterchurch in May 2020 and involved Heathland/Moorland, which took over two hours to extinguish. The other was in Hereford in August, and was an accidental wildfire in 'Grassland, Woodland and Crops', which took under an hour to extinguish and the third in Bromyard in March 2021, involving Heathland/Moorland.

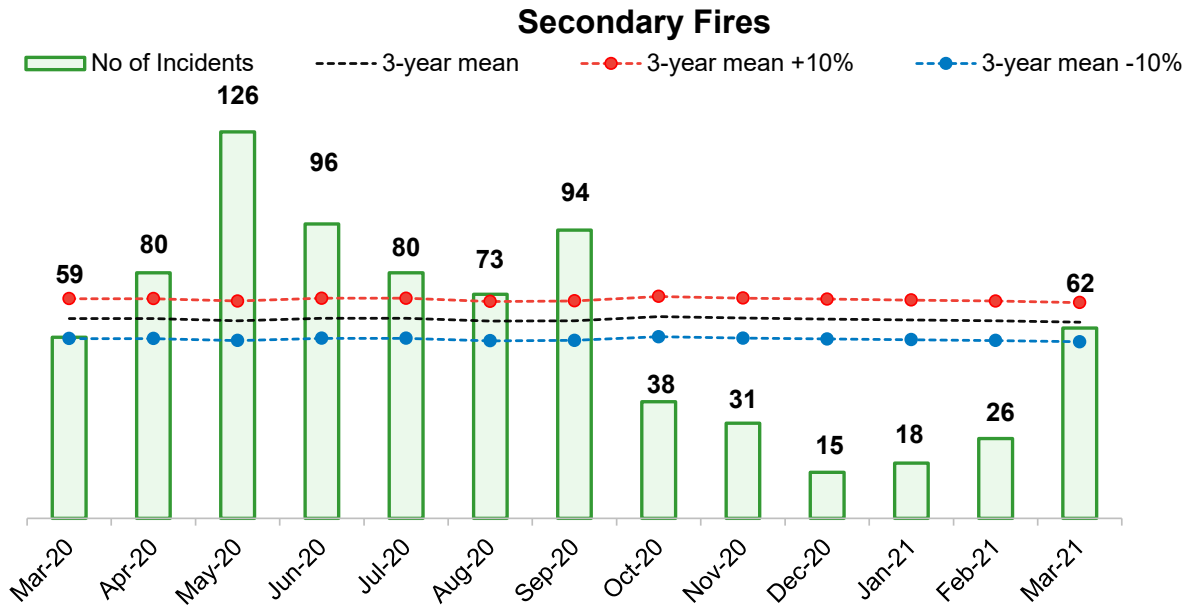


Figure 9 – Secondary Fires per month: from March 2020 to March 2021

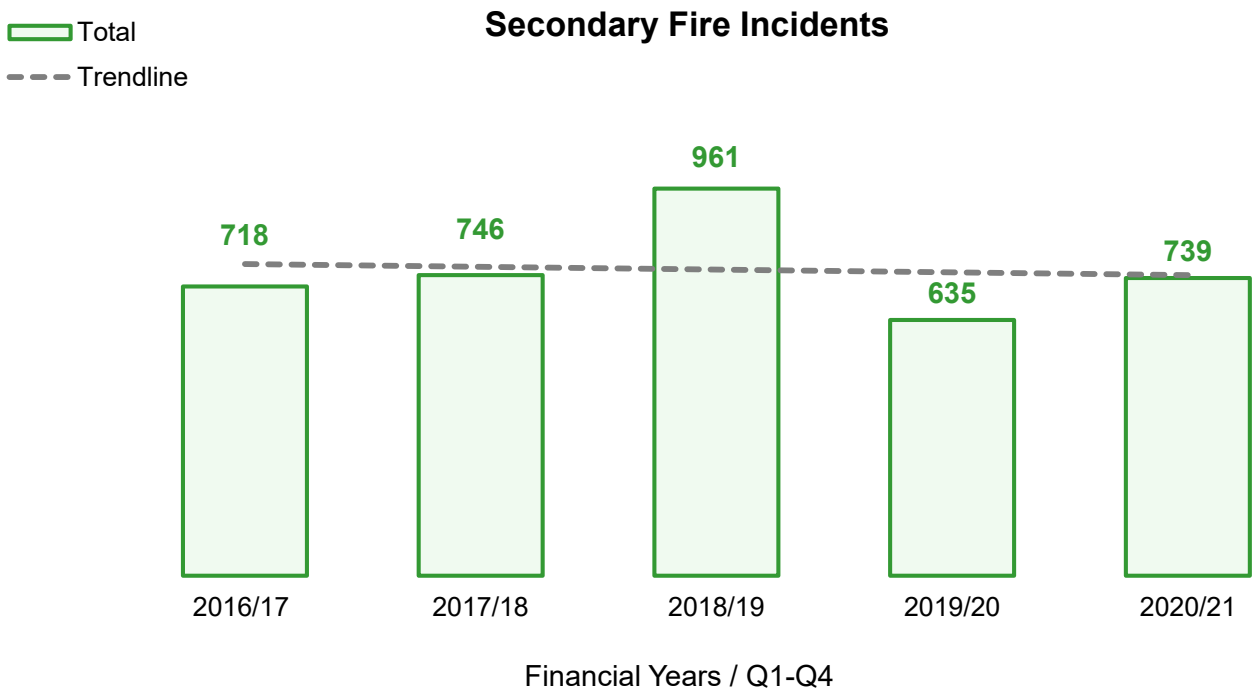


Figure 10 – Secondary Fires: from Q1-Q4 2016-17 to Q1-Q4 2020-21

3.5. Chimney fires

The number of Chimney Fires in Q1-Q4 2020-21 increased by 11.22% when compared to Q1-Q4 2019-20 (Table 8, Figure 11) with the most occurring in the colder months between November and March where usage would be higher.

Although the number of Chimney Fires increased in Q1-Q4 2020-21, Figure 12 shows a clear downward 5-year trend for the total number of Chimney Fires recorded in each Q1-Q4 between 2016-17 and 2020-21. The increase could be a consequence of the public spending more time at home due to the lockdowns that occurred during this financial year. Figure 13 shows the distribution of the 109 Chimney Fires in Q1-Q4 2020-21 by fire station ground.

Table 8 – Chimney Fires

Chimney Fires	**Q1-Q4 2019-20**	**Q1-Q4 2020-21**	**Change**	
April	9	9	**-**	**-**
May	4	2	**-2**	**-50.00%**
June	6	1	**-5**	**-83.33%**
July	0	1	**+1**	∞
August	0	1	**+1**	∞
September	3	5	**+2**	**+66.67%**
October	8	7	**-1**	**-12.50%**
November	13	14	**+1**	**+7.69%**
December	15	12	**-3**	**-20.00%**
January	7	22	**+15**	**+214.29%**
February	14	19	**+5**	**+35.71%**
March	19	16	**-3**	**-15.79%**
Total	**98**	**109**	**+11**	**+11.22%**

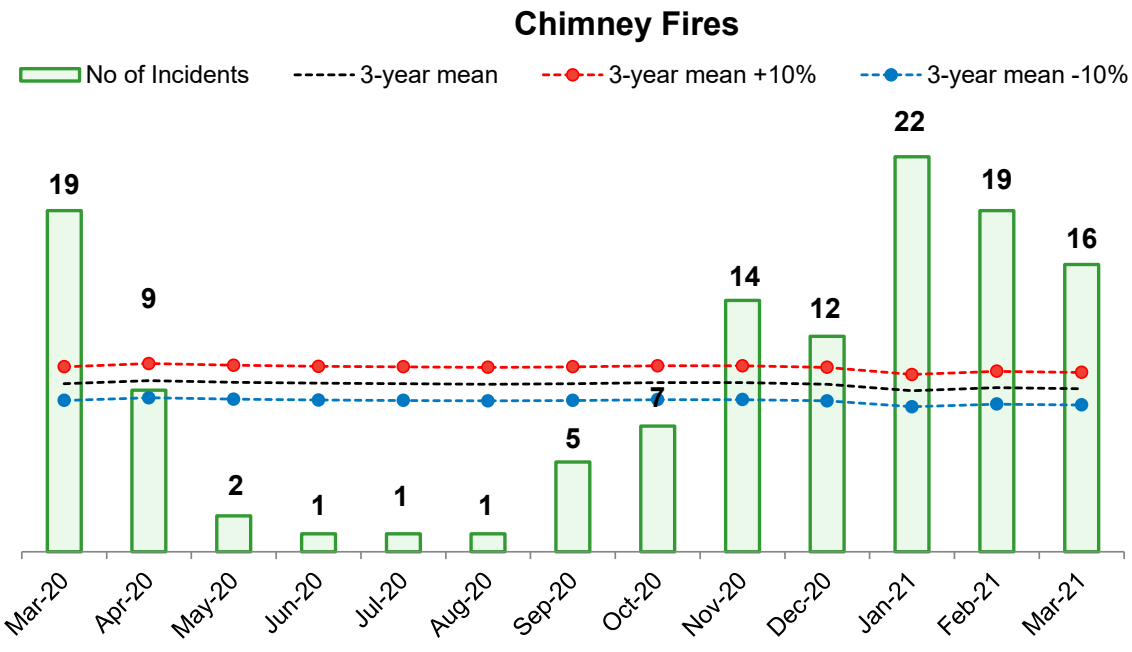


Figure 11 - Chimney Fires per month: from March 2020 to March 2021

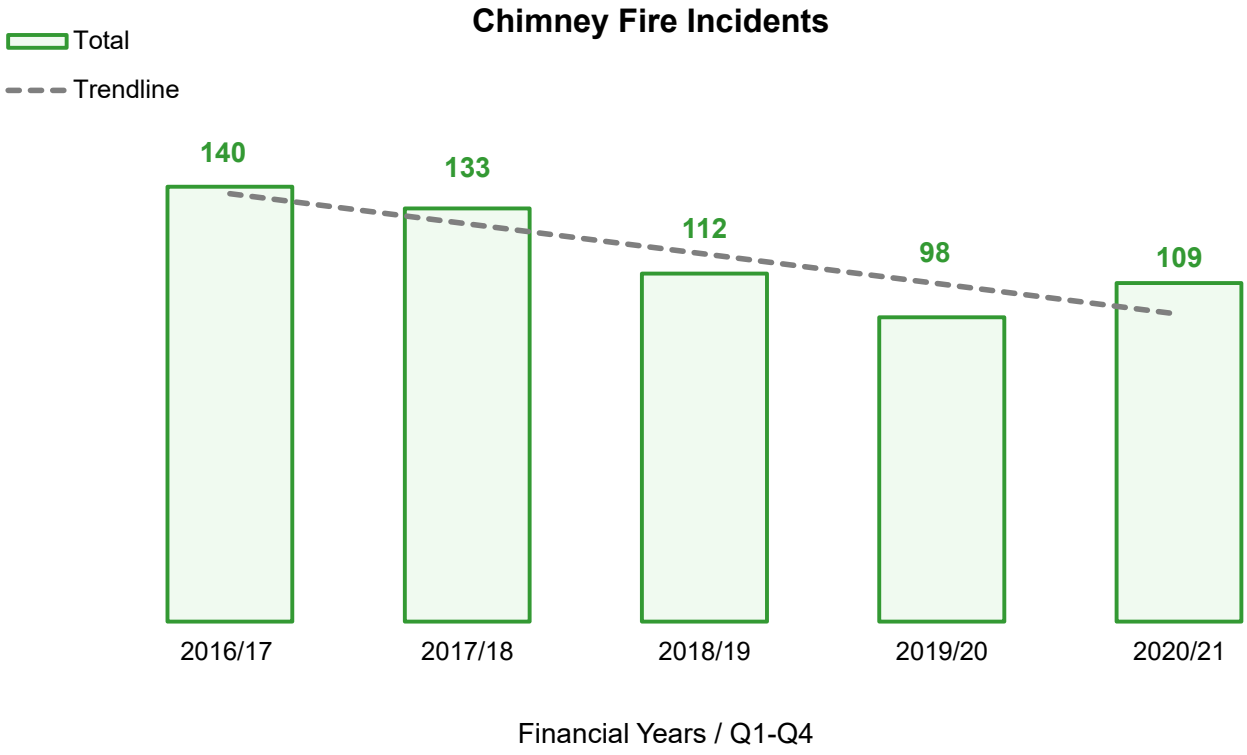


Figure 12 – Chimney Fires: from Q1-Q4 2016-17 to Q1-Q4 2020-21

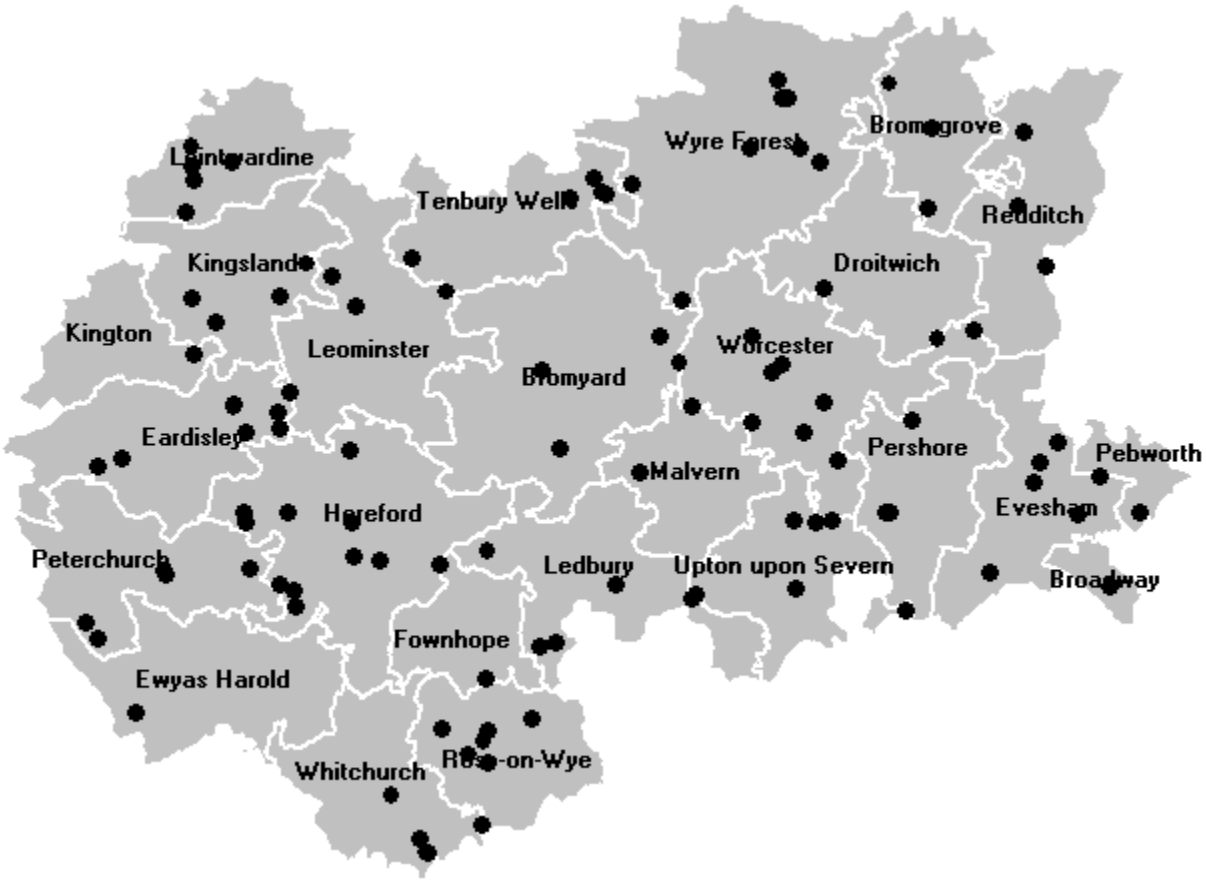


Figure 13 – Chimney Fires per station ground area in Q1-Q4 2020-21

4. Special Service incidents

4.1. Introduction

Special Service incidents are incidents attended, which are neither fire nor false alarm related. This report (and accompanying data tables) groups together the Special Services into eight main categories (see Table 9). These categories comprise of either the most common incident types or incident types that are of particular interest. The 'Other Special Services' sub-category contains all incidents that do not fit within the other categories and include types such as, but not limited to, 'Hazardous Materials incident', 'Evacuation (no fire)', 'Suicide/attempts' and 'Medical Incident'. The figures relating to Road Traffic Collisions (RTCs) in this section are those that have been closed as a Special Service. Note that an incident closed as a Fire that was due to an RTC is not included, but can be found in the 'Building & Transport' section of Table 7 above.

4.2. Analysis

The number of Special Service incidents in Q1-Q4 2020-21 decreased by 26.79% (735 incidents) when compared to Q1-Q4 2019-20 (Table 9, Figure 14). Most of the incidents occurred in December 2020, with a total of 249 incidents followed by August 2020 with 215 incidents and January 2021 with 208, taking August, December and January above the 3-year mean +10% tolerance level. Although the number of incidents decreased in Q1-Q4 2020-21, Figure 15 shows that the overall 5-year trend of the number of Special Service incidents the service is attending is increasing.

Table 9 – Special Services

Special Service sub-categories	**Q1-Q4 2019-20**	**Q1-Q4 2020-21**	**Change**	
Animal assistance	101	127	+26	+25.74%
Assist other agencies	431	342	-89	-20.65%
Effecting entry/exit	279	237	-42	-15.05%
Flooding	354	171	-183	-51.69%
Lift release	61	35	-26	-42.62%
Rescue or evacuation from water	236	105	-131	-55.51%
RTC	671	501	-170	-25.34%
Other Special Services	611	491	-120	-19.64%
Total	**2,744**	**2,009**	**-735**	**-26.79%**

a) RTC's made up the largest proportion of Special Service incidents in Q1-Q4 with 501 incidents, or nearly a quarter of the total. Although RTC's were the largest proportion of Special Service incidents, the incident category also had the second largest decrease when compared to Q1-Q4 2019-20 with 170 fewer incidents only being surpassed by the reduction of 183 Flooding incidents in Q1-Q4 2020-21 which can be explained by the extensive flooding the Service face during 2019-20. Road traffic collisions are discussed further in section 4.3. Collaborative incident types 'Assist other Agencies' and 'Effecting entry/exit' had the third largest decrease in incidents with 131 less when compared to Q1-Q4 2019-20. Although the number of collaborative incidents decreased, there were 67 incidents which involved missing persons and 346 incidents which required the Service to gain entry during Q1-Q4 2020-21.

b) Other Special Services held the second greatest proportion of Special Service incidents, where the highest sub-category was 'No action (not false alarm)' with 16.09% (where service was not required). This was followed by 'Removal of objects from people' with 11.61% and 'Other rescue/release of persons' with 11.41%.

c) Rescue or evacuation from water incidents' and 'Flooding' incidents had the greatest percentage decrease when compared to 2019-20 with -55.51% and -51.69% respectively. This is due to the extensive flooding that occurred during 2019-20.

d) The only Special Service category that saw an increase in incidents was 'Animal assistance' with 26 more incidents when compared to Q1-Q4 2019-20. The main increase were due to an additional 11 'Rescue from height' and 5 'Animal Harm' incidents.

e) The urban areas held the highest proportion of Special Service incidents with the largest located in Worcester's station ground with 15.98% of the total, followed by Wyre Forest with 13.69% and Redditch at 11.75%.

f) December was out of tolerance for the number of Special Service incidents (Figure 14) when compared to the rest of Q1-Q4 2020-21. The number of incidents between April to November 2020 on average is 5 for 'Rescue or evacuation from water' incidents, this compares to 36 in December 2020 equating to over 7x more incidents. Furthermore, the number of incidents on average for 'Flooding' is 10 between April to November 2020, compared to the 35 incidents which occurred in December. January 2021 was also slightly above the upper tolerance level.

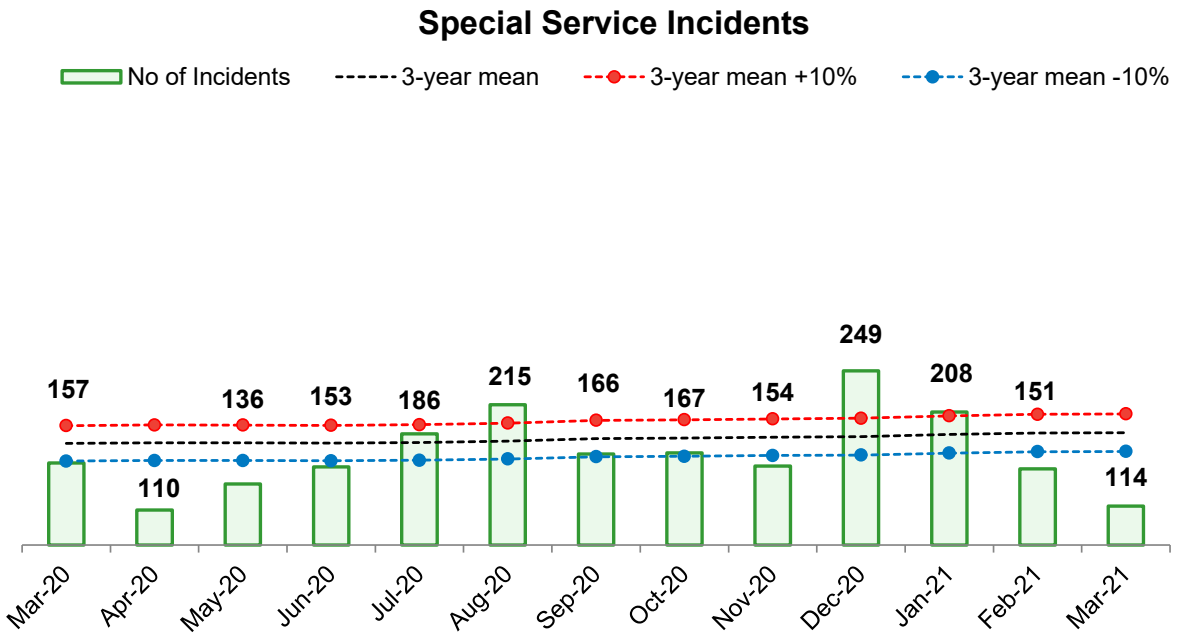


Figure 14 – Special Service incidents per month: from March 2020 to March 2021

**The number of incidents in September 2020 has increased by one; due to data quality an incident that was classified as an over the border incident was reclassified as a HWFRS incident.*

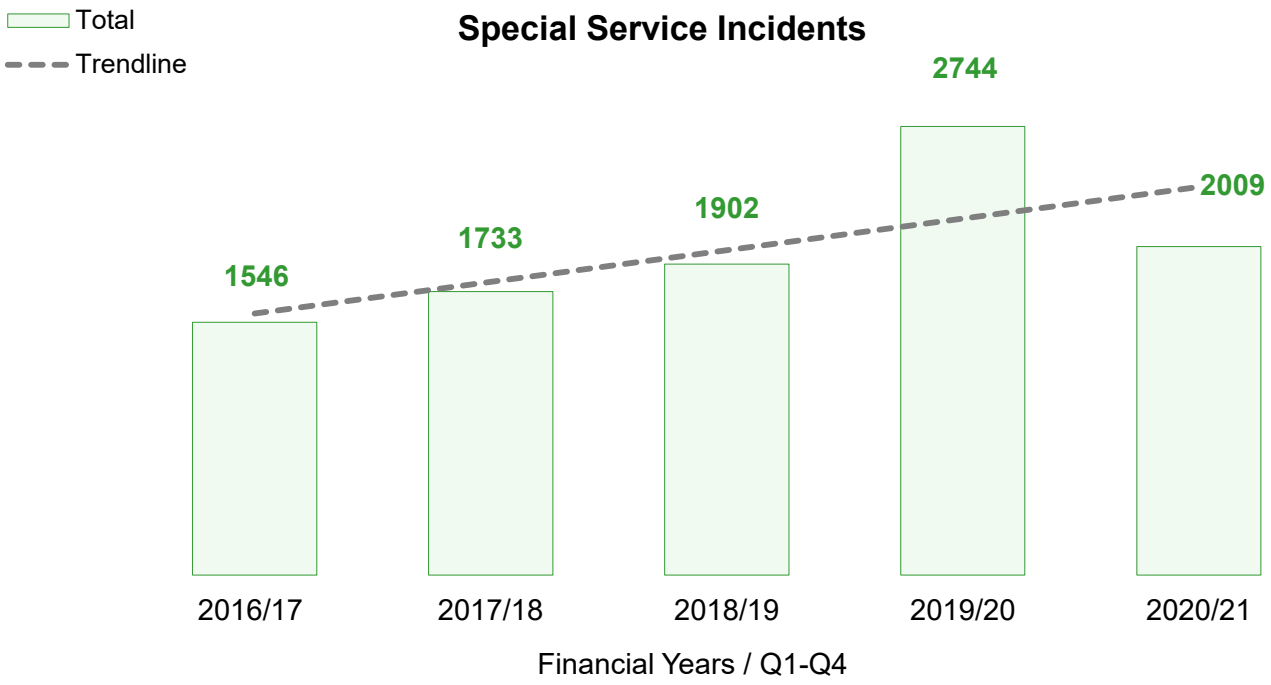


Figure 15 – Special Service incidents: from Q1-Q4 2016-17 to Q1-Q4 2020-21

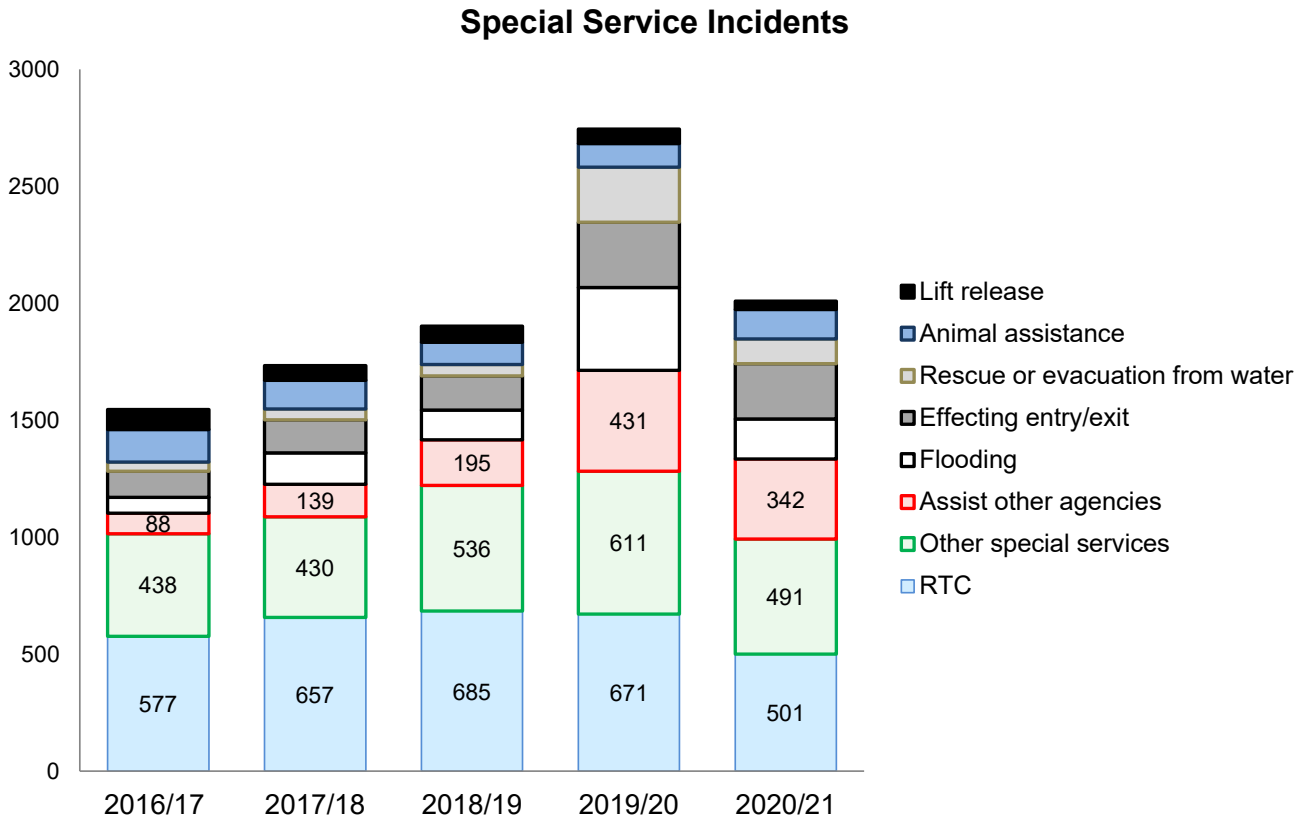


Figure 16 – Special Service incidents: from Q1-Q4 2016-17 to Q1-Q4 2020-21

4.3. Total RTC incidents

The number of Road Traffic Collision (RTC) incidents reflects the total number of incidents in the two counties that were attended by HWFRS crews; and only includes those incidents with the Special Service closure code. Incidents that were RTCs, but which were closed as a different code (e.g. Fire or Assisting other agencies) are not included in the total figure. This report (and accompanying data tables) groups together the total RTC incidents into six main categories (Table 10). These categories comprise of either the most common incident types, or incident types of particular interest. The 'Other RTC' sub-category contains all incidents that do not fit within the chosen categories and include types such as (but not limited to): 'Medical assistance only', 'Stand by – no action' and 'Advice only'.

Table 10 – Total RTC incidents*

Total RTC Incidents	**Q1-Q4 2019-20**	**Q1-Q4 2020-21**	**Change**	
Extrication of person/s	63	53	-10	-15.87%
Make scene safe	97	85	-12	-12.37%
Make vehicle safe	419	303	-116	-27.68%
Release of person/s	44	32	-12	-27.27%
Wash down road	4	3	-1	-25.00%
Other RTC	44	25	-19	-43.18%
Total	**671**	**501**	**-170**	**-25.34%**

**Table 10 summarises the RTC incidents closed as Special Service – RTC.*

a) The number of RTC incidents attended in Q1-Q4 2020-21 declined by 25.34% (170 incidents) compared to the Q1-Q4 in 2019-20 (Table 10). The overall decrease in the number of RTCs attended could be a consequence of the pandemic, as people continue to work from home, and journeys were restricted. With fewer cars on the road, there is less likelihood of an RTC occurring.

b) Making vehicles safe was the RTC sub-category which decreased by the highest number of incidents with 116 less when compared to Q1-Q4 2019-20.

c) The biggest decreases in RTC's were found in Worcester's station ground with a reduction of 42 incidents followed by Hereford with 24 and Wyre Forest with 18.

d) Although there were 53 'Extrication of person/s' incidents, the Service performed a total of 66 individual extrications during Q1-Q4 2020-21, 17 less than the same period in 2019. The station grounds where the most extrications were performed was in the Wyre Forest and Redditch each performing 10, followed by Bromyard with 8.

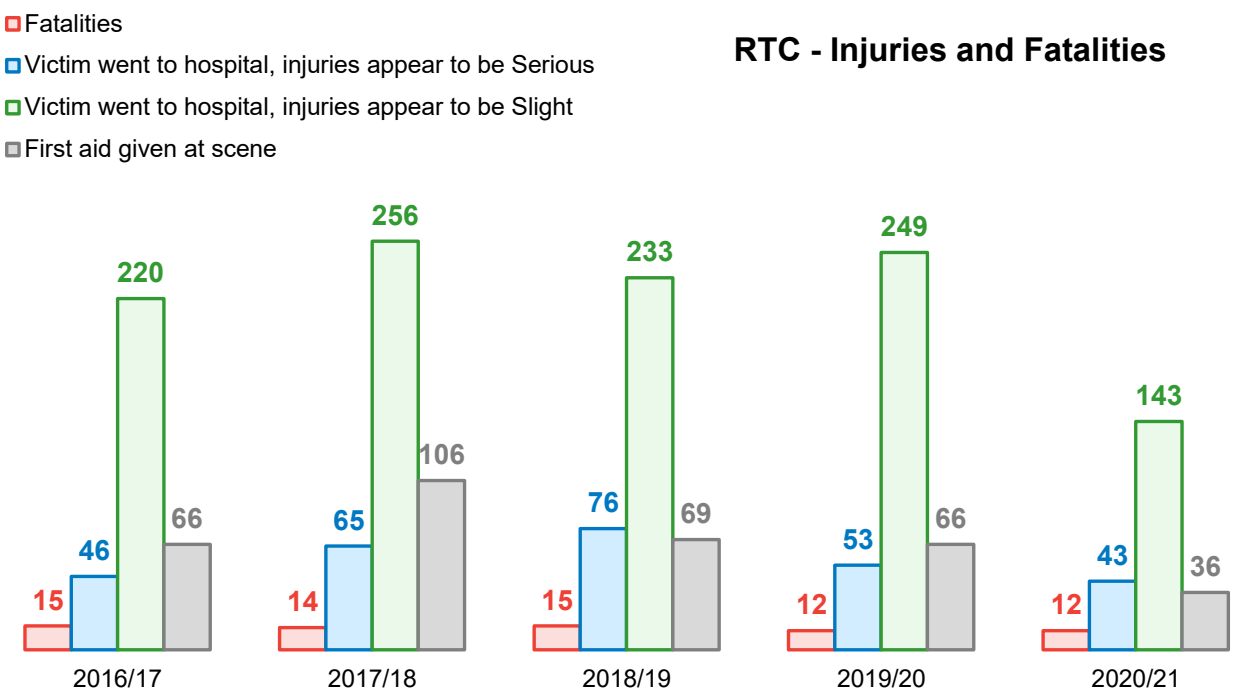


Figure 17 – RTC Injuries and fatalities quarterly data: from Q1-Q4 2016-17 to Q1-Q4 2020-21

Table 11 – Total RTC casualties*

Total RTC Casualty: severity	Q1-Q4 2019-20		Q1-Q4 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	11	12	10	12	**-9.09%**	-
Victim went to hospital, injuries appear to be Serious	48	53	36	43	**-25.00%**	**-18.87%**
Victim went to hospital, injuries appear to be Slight	190	249	109	143	**-42.63%**	**-42.57%**
First aid given at scene	50	66	32	36	**-36.00%**	**-45.45%**
Total	**299**	**380**	**187**	**234**	**-37.46%**	**-38.42%**

**Table 11 summarises the total incidents which were closed as Special Service – RTC.*

The total number of RTC incidents for Q1-Q4 2020-21 declined by -25.34%, and this is also reflected by a corresponding decrease in the number of casualties -38.42% caused by RTCs. There were 146 fewer casualties in Q1-Q4 2020-21 when compared with Q1-Q4 2019-20. These figures are the lowest for Q1-Q4 over the past five year period (Figure 17).

Unfortunately, 12 fatalities did occur during Q1-Q4, despite every effort made by the joint collaboration of the Fire and Rescue Service, Paramedics and the Police during these incidents. The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

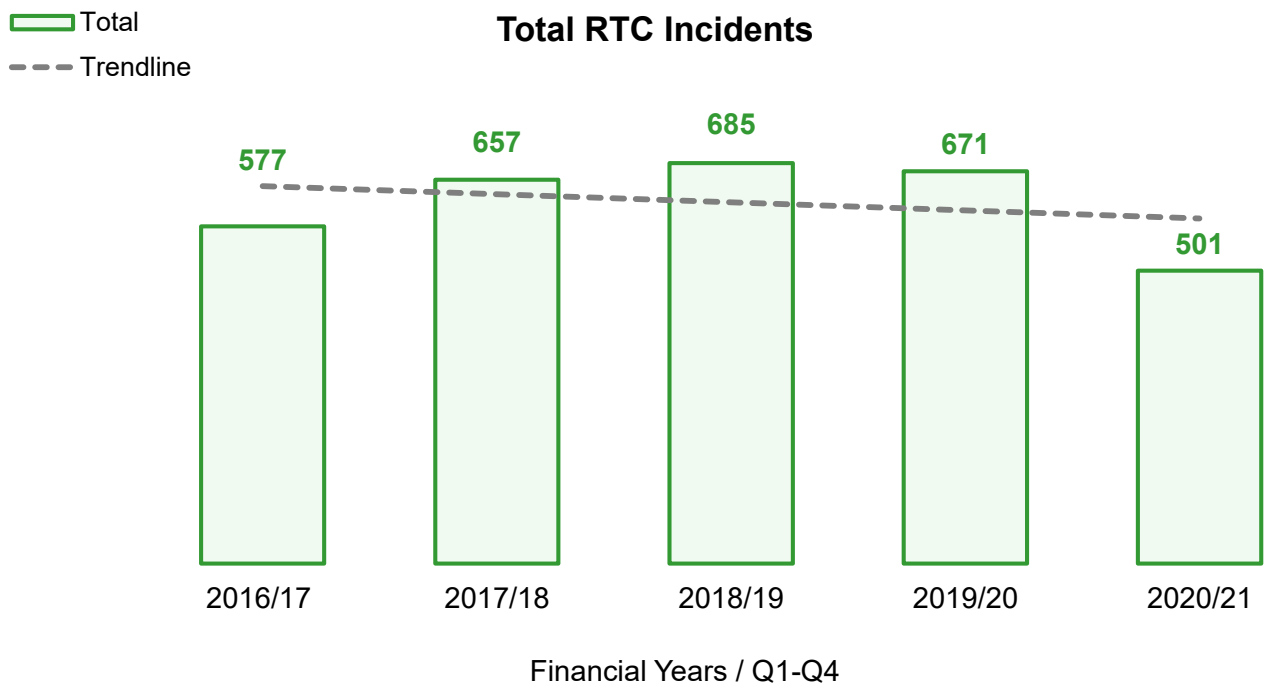


Figure 18 – RTC Incidents: from Q1-Q4 2016-17 to Q1-Q4 2020-21

5. False alarm incidents

5.1. Introduction

A 'Fire False Alarm' is an incident where the Service attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Types of false alarm as recorded in the IRS are:

- Malicious False Alarms – these are calls made with the intention of getting the Service to attend a non-existent incident, including for deliberate and suspected malicious intentions.
- Good Intent False Alarms – these are calls made in good faith in the belief that the Service would be attending a real incident.
- False Alarm due to Apparatus – these are calls initiated by fire alarm and fire-fighting equipment operating (including accidental initiation of alarm apparatus by persons or where an alarm operates and a person then routinely calls the Service as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).

5.2. Analysis

The number of False Alarm incidents attended in Q1-Q4 2020-21 decreased by 3.07% (106 incidents) compared to Q1-Q4 in 2019-20 (Table 12, Figure 19). The number of False Alarms was below the 3-year mean during Q1-Q4 except in July and August where the number of incidents went above the upper tolerance level and in March, June and November where incidents were just above the 3-year mean.

Table 12 – False Alarms

Category	**Q1-Q4 2019-20**	**Q1-Q4 2020-21**	**Change**	
Malicious False Alarms	57	34	**-23**	**-40.35%**
Good Intent False Alarms	933	920	**-13**	**-1.39%**
Fire Alarm Due to Apparatus	2461	2391	**-70**	**-2.84%**
Total	**3,451**	**3,345**	**-106**	**-3.07%**

a) Malicious False Alarms accounted for 1.02% of all False Alarms and decreased by 23 incidents in Q1-Q4 2020-21 when compared to Q1-Q4 2019-20.

b) Good Intent False Alarm incidents accounted for 27.50% of all False Alarms for Q1-Q4 2020-21 and decreased by 13 incidents (-1.39%) when compared to Q1-Q4 2019-20.

c) Fire Alarm Due to Apparatus incidents represents the greatest proportion of the total amount of False Alarms with 71.48% for Q1-Q4 2020-21, though there was a decrease of 70 incidents when compared to Q1-Q4 2019-20.

82.48% of False Alarms originated from a building (2,759 incidents) where over a half of those (1,705 incidents) were from a domestic property type (Dwelling and Other Residential) and the remainder 38.20% in Non-Residential buildings. Self-contained sheltered housing incurred the highest number of False Alarms in Q1-Q4 2020-21 with 510 incidents, 42.35% of these incidents were caused by 'Cooking/burnt toast' and the station ground which had the highest number of false alarms in self-contained sheltered housing was Worcester with 103 incidents, followed by Hereford with 86 and the Wyre Forest with 79. 13.81% of False Alarms (462 incidents) were from outdoor property types – 'Grassland, Woodland and Crop', 'Other Outdoors (including land)', 'Outdoor Structures' and 'Outdoor equipment and machinery'. The remaining 3.71% of False Alarms were from Vehicles or unknown.

All False Alarm subcategories decreased when comparing to Q1-Q4 2020-21 to the same period in 2019.

Fire alarms due to apparatus had the biggest decrease of incidents with 70 less than the same period in 2019-20. This can mostly be accounted for by a decrease of 90 incidents where the False alarm due to apparatus cause was 'Other'/'Unknown' followed by 12 less 'Accidentally/carelessly set off'. These decreases have been offset by a 32 incident increase in False alarms where the cause was 'Cooking/burnt toast' when comparing Q1-Q4 2020-21 with 2019-20.

Malicious false alarms decreased by 23 incidents in Q1-Q4 when compared to the same period in 2019. The number of malicious false alarms that originated from dwellings increased by 3 incidents and the number of incidents from non-residential property types decreased by 20, accounting for the majority of the decrease. Nearly a third of Malicious False Alarms occurred in the station ground of Worcester, followed by 6 in Hereford, 5 in Bromsgrove and 5 in Redditch in Q1-Q4 2020-21.

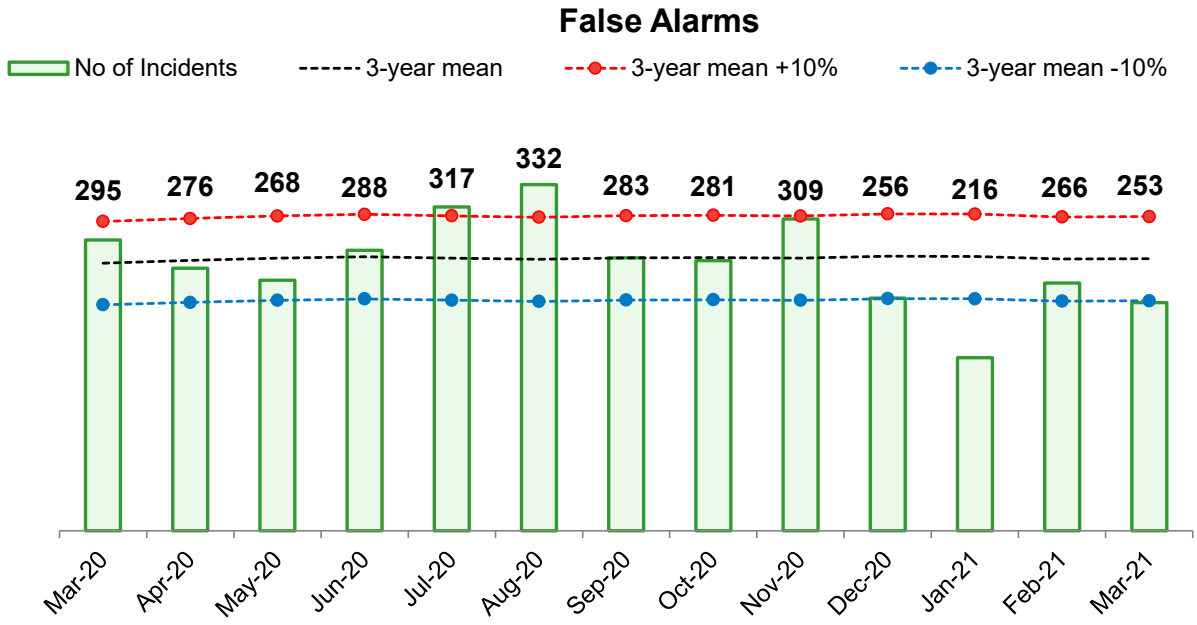


Figure 19 – False Alarm incidents per month: from March 2020 to March 2021

**In the Q1 – Q3 2020-21 Performance Report, November states that there were 308 False Alarms, this figure is actually 309. Due to a system error, the incident failed to transfer to the Incident Recording System.*

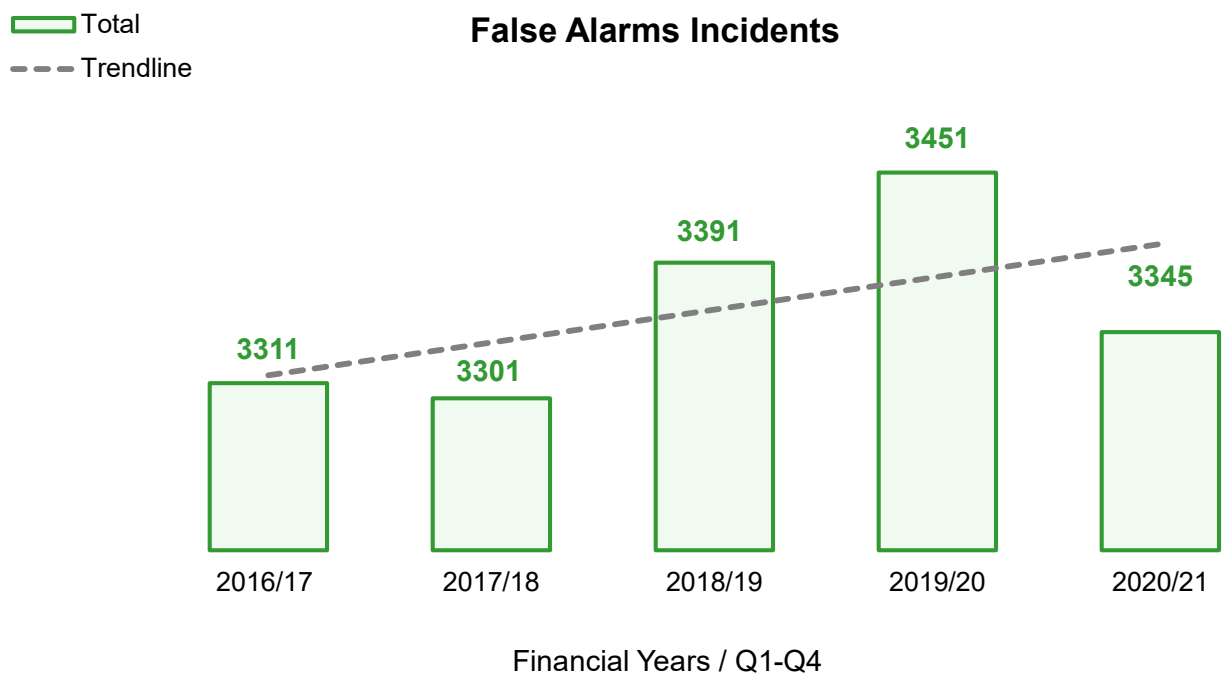


Figure 20 – False Alarm incidents: from Q1-Q4 2016-17 to Q1-Q4 2020-21

6. Attendance Standards

6.1. Introduction

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 definition for Primary Fires can be found in section 3.1 of this report. To classify as a building in this standard, the property should be either a dwelling or non-residential property.

This benchmark or measurement standard does not alter how quickly the Service attends incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues (e.g. fewer incidents in built up areas and more incidents proportionally outside of towns and cities) and weather or road conditions. All of these 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 Fire Control has identified the address in the database and pinpoints the nearest fire appliance.

6.2. First Fire Appliance at Primary Building Fires in Q1-Q4 2020-21

Table 13 provides a summary of how the Attendance Standard was met in Q1-Q4 2020-21 with a comparison of Q1-Q4 2019-20.

Table 13 – First fire appliance attendance at Primary Building Fires within 10 minutes

First fire appliance attendance	**Q1-Q4 2019-20**		**Q1-Q4 2020-21**	
Primary Building Fires attended within 10 minutes	318	**51.79%**	241	**48.49%**
Primary Building Fires not attended within 10 minutes	294	**47.88%**	250	**50.30%**
Discarded incidents due to missing information	2	**0.33%**	6	**1.21%**
Total	**614***	**100.00%**	**497**	**100%**

** Note: The 2019-20 Q1-Q4 Performance Report shows the number of Primary Building Fires to be 614 whereas the total in this report it shows as 615. Hereford and Worcester Fire Service ensure that the data retained in the Incident Recording System is timely and up to date. Since the Q1-Q4 Performance report was written, an incident which was reported as a derelict building was updated to be non-derelict following a Fire Investigation.*

a) The total number of Primary Building Fires in Q1-Q4 2020-21 was 497, which is a 19.19% decrease when compared to the same period in 2019-20.

b) The percentage of Primary Building Fires attended by the first fire appliance within 10 minutes during Q1-Q4 2020-21was 48.49%, a 3.30% decrease when compared to the same period in 2019-20 (Table 13).

Table 14 – First fire appliance attendance at Primary Building Fires average times

First fire appliance attendance (average times)	**Q1-Q4 2019-20 (mm:ss)**	**Q1-Q4 2020-21 (mm:ss)**
Call handling time (Time of Call until Time Appliance Mobilised)	01:20*	01:43*
Turnout time (Time Mobilised until Time Mobile)	02:36*	02:36*
Travel time (Time Mobile until Appliance Arrival at Scene)	06:31*	06:42*
Time of Call to Arrival at Scene	**10:27***	**11:01***

**It should be noted that call handling time, turnout time and travel time are three independently averaged values, and, therefore, may not always add up.*

a) The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q4 2020-21 was 11 minutes and 1 second (Table 14).

b) Call handling time increased by an average of 23 seconds.

c) The turnout time remained the same at 2 minutes 36 seconds

d) The travel time increased on average by 11 seconds.

Out of the 497 Primary Building Fires, 241 responses met the Attendance Standard and were attended by the first appliance within 10 minutes, and 250 did not meet the Standard (as shown in Table 13). (Six incidents were removed due to data quality).

When completing an incident report the Incident Commanders are able to give a reason for not meeting the Attendance Standard. As the Attendance Standard is calculated by using the time of call until arrival at scene, there may be occasions when an Incident Commander gives a reason for not meeting the standard, but actually met it. In Q1-Q4 2020-21 there were 15 incidents which had a reason for not meeting the standard, but had actually passed.

Table 15 –Primary Building Fire Attendance Standard not met – reason

Reason for not meeting Attendance Standard	**No. of incidents**
Known False Alarm	1
Mobilised to incorrect address	1
Incorrect or insufficient information passed to control on initial call	1
Mobilising error	1
Weather conditions / Road conditions	1
Spate Conditions	1
Not on home station ie school visit, HFS check	2
Mobilised from other location (not on home station)	2
Training event delaying turn out ie drilling	4
Incident outside station turnout area	5
Traffic conditions causing delayed turn in time to stations (On-call & Day Crewed only)	5
Reason not given	5
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	6
Difficulty in locating incident address	6
Appliance not booked in attendance	17
Responding at normal road speed	27
Turn in time (On-call and day crew only)	38
Travel distance to the incident	127
Total	**250**

Out of the 250 incidents that did not meet the Primary Building Fire Attendance Standard:

a) Travel distance to the incident was the main cause for over half with 51.00% (127 incidents)

b) The second most common reason with 38 incidents (15.26%) was due to Turn in time (On-call and Day Crew only)

7. First On-Call Appliance Availability

Gartan is an online crew and appliance availability management system. A report from the system was produced on 22nd April 2021 (a copy of the report is available upon request). The overall availability of the first On-Call fire appliance increased by + 6.69% in Q1-Q4 2020-21 when compared with Q1-Q4 2019-20 (Table 16).

From 1st March 2019, Wholetime appliances at Droitwich, Evesham and Malvern were on-call at night (19:00-07:00) and therefore a weighted average has been applied to calculate the availability of first On-call appliances at these locations. Wyre Forest is a new station which opened in March 2020. This station replaced Kidderminster, Bewdley and Stourport. Therefore in Table 16 in Q1-Q4 2019-20, Wyre Forest is the sum of Kidderminster, Bewdley and Stourport attendance.

Station	County	Q1-Q4 2019-20	Q1-Q4 2020-21	Change %
Bromyard	Herefordshire	97.93%	99.14%	+1.21%
Eardisley	Herefordshire	93.07%	92.24%	-0.83%
Ewyas Harold	Herefordshire	99.80%	99.93%	+0.13%
Fownhope	Herefordshire	88.99%	88.40%	-0.59%
Hereford	Herefordshire	97.34%	98.39%	+1.05%
Kingsland	Herefordshire	98.58%	99.71%	+1.13%
Kington	Herefordshire	97.91%	99.43%	+1.52%
Ledbury	Herefordshire	99.01%	97.91%	-1.10%
Leintwardine	Herefordshire	96.10%	98.88%	+2.78%
Leominster	Herefordshire	99.69%	99.74%	+0.05%
Peterchurch	Herefordshire	63.59%	97.96%	+34.37%
Ross-on-Wye	Herefordshire	100.00%	100.00%	-
Whitchurch	Herefordshire	76.51%	85.50%	+8.99%
Broadway	Worcestershire	31.73%	52.46%	+20.73%
Bromsgrove	Worcestershire	65.92%	84.26%	+18.34%
Droitwich	Worcestershire	63.74%	57.07%	-6.67%
Evesham	Worcestershire	92.05%	93.40%	+1.35%
Malvern	Worcestershire	87.29%	85.14%	-2.15%
Pebworth	Worcestershire	79.56%	95.93%	+16.37%
Pershore	Worcestershire	93.33%	94.27%	+0.94%
Redditch	Worcestershire	90.16%	97.76%	+7.60%
Tenbury Wells	Worcestershire	97.95%	95.20%	-2.75%
Upton upon Severn	Worcestershire	92.87%	95.00%	+2.13%
Worcester	Worcestershire	55.93%	86.76%	+30.83%
Wyre Forest	Worcestershire	65.31%	97.07%	+31.76%
Total		**84.97%** [a]	**91.66%** [a]	**+6.69%** [a]

Table 16 – First fire appliance On-Call availability in Q1-Q4 2020-21

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

a. The first fire appliance On-Call availability increased by 6.69%[a] in Q1-Q4 2020-21 compared to Q1-Q4 2019-20.

8. Absence management

8.1. All staff sickness

The following sickness data does not include any data where the sickness was COVID-19 related.

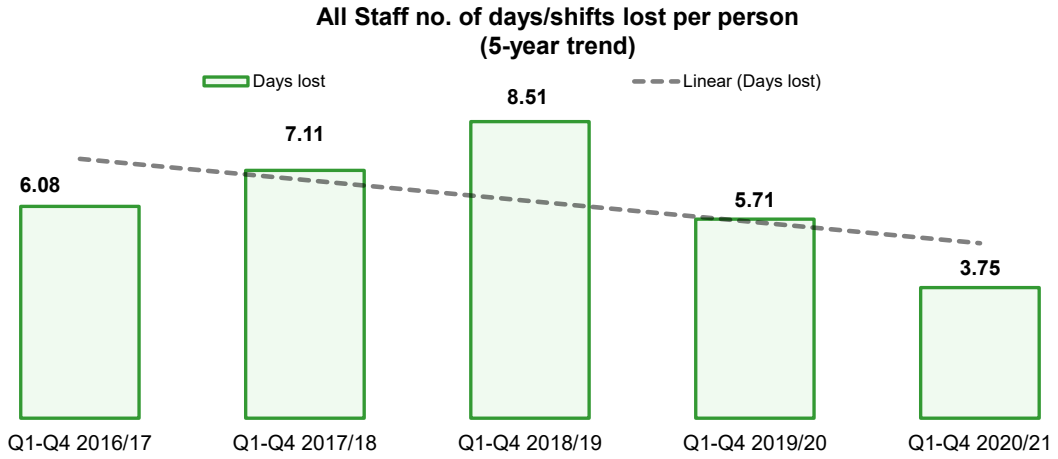


Figure 21 – All Staff Sickness: from Q1-Q4 2016-17 to Q1-Q4 2020-21

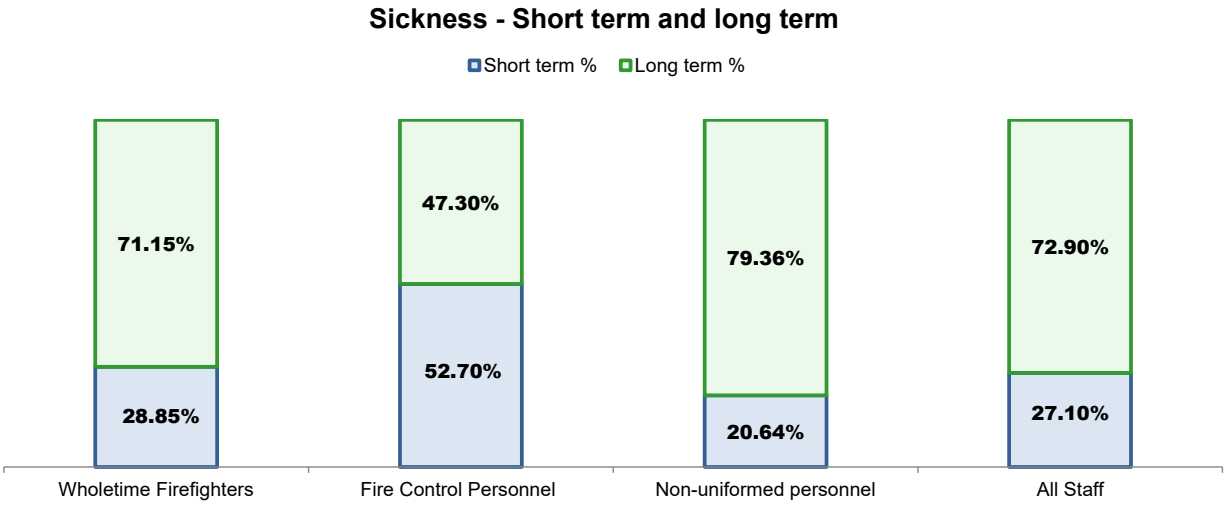


Figure 22 – Staff Sickness (Short term/Long term) Q1-Q4 2020-21

a) The number of days/shifts lost per person in Q1-Q4 was 3.75, a decrease when compared to Q1-Q4 2019-20 with 5.71 days lost per person.

b) Long-term sickness continues to form the greatest proportion of All Staff Sickness with 72.90%.

c) Sickness figures for other Fire and Rescue Services are generally only available a quarter in arrears and are currently unavailable.

8.2. Wholetime staff sicknesses

Wholetime Staff Sickness in Q1-Q4 2020-21 was 5.66 days lost per head (Figure 23, Table 18) an improvement on Q1-Q4 2019-20 when Wholetime Staff Sickness was at a higher level (8.92 days lost per head).

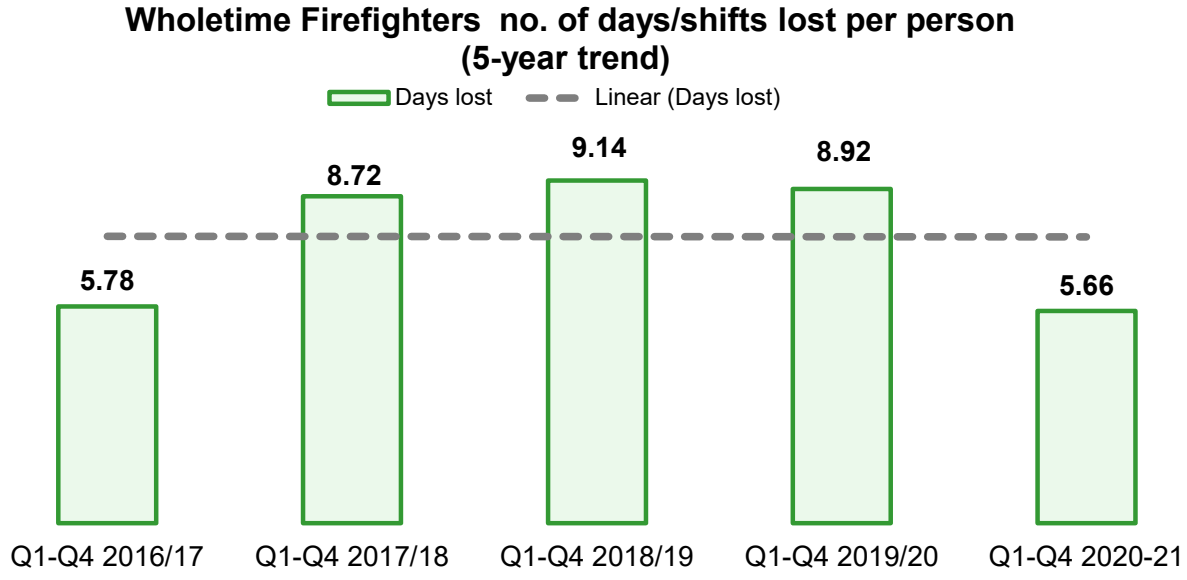


Figure 23 – Wholetime Staff Sickness: from Q1-Q4 2016-17 to Q1-Q4 2020-21

a) By occurrence the most frequently recorded reason for absence in Q1-Q4 2020-21 for Wholetime firefighters was Musculo Skeletal – Back.

b) Long-term sickness continues to form the greatest proportion with 71.15%.

c) The 5-year average for Wholetime Staff Sickness is 7.64 days lost.

8.3. Non-uniformed staff sickness

Non-Uniformed Staff Sickness in Q1-Q4 2020-21 was 6.28 days lost per head (Figure 24, Table 19).

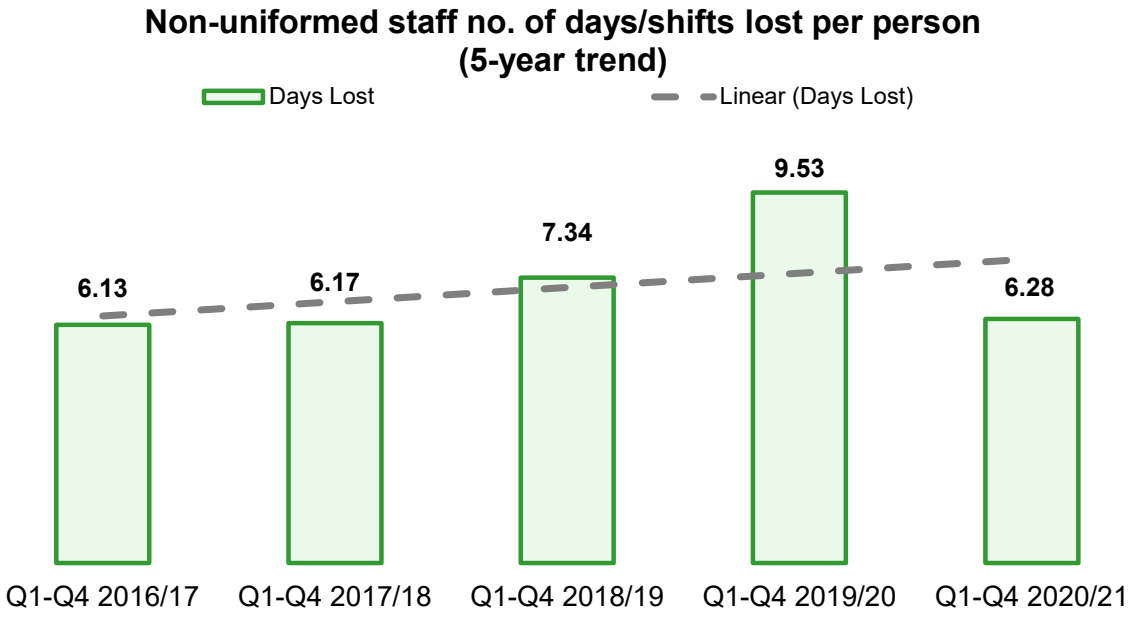


Figure 24 – Non-Uniformed Staff Sickness: from Q1-Q4 2016-17 to Q1-Q4 2020-21

a) Although the number of days lost for Non-Uniformed Staff is lower than 2019-20, the overall 5-year trend is positive.

b) Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff with 79.36%.

c) By occurrence the most frequently recorded reason for absence in Q1-Q4 2020-21 for Non-Uniformed staff was Gastro-Intestinal and Headaches/Migraines.

d) The 5-year average for Non-Uniformed Staff is 7.09 days lost.

8.4. Fire Control staff sickness

Fire Control Sickness in Q1-Q4 2020-21 was 3.75 days lost per head (Figure 25, Table 19) an improvement on Q1-Q4 2019-20 where the number of days lost was 7.28.

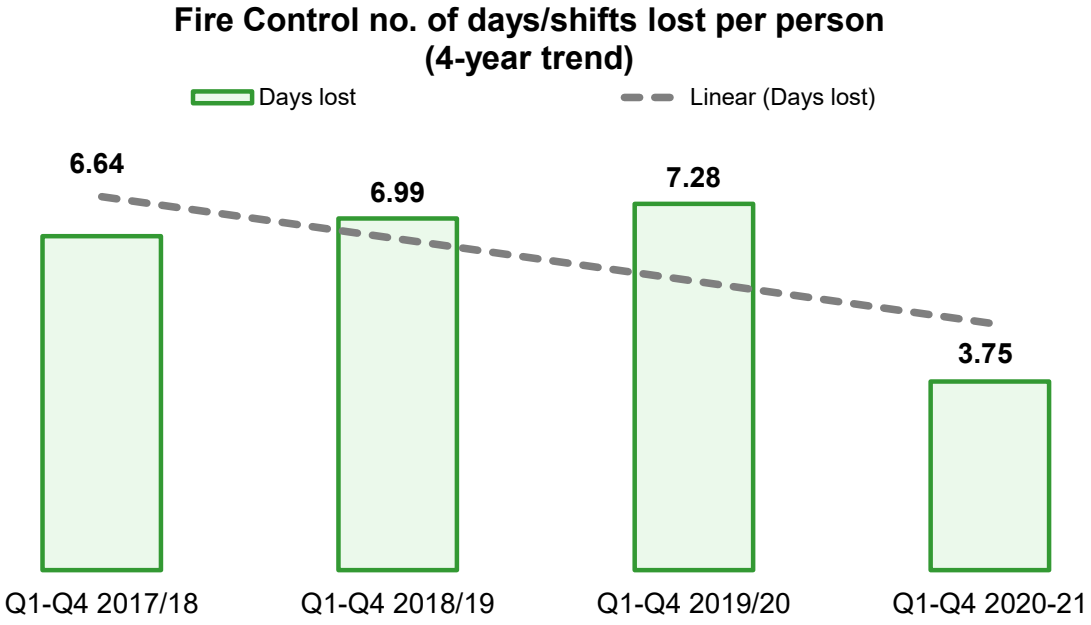


Figure 25 –Fire Control Staff Sickness: from Q1-Q4 2017-18 to Q1-Q4 2020-21

a) Long term sickness formed just over half of sickness Fire Control staff with 52.70%.

b) By occurrence the most frequently recorded reason for absence in Q1-Q4 2020-21 for Fire Control staff was Gastro-Intestinal and Headaches/Migraines.

c) Fire control staff sickness shows a downward 4-year trend.