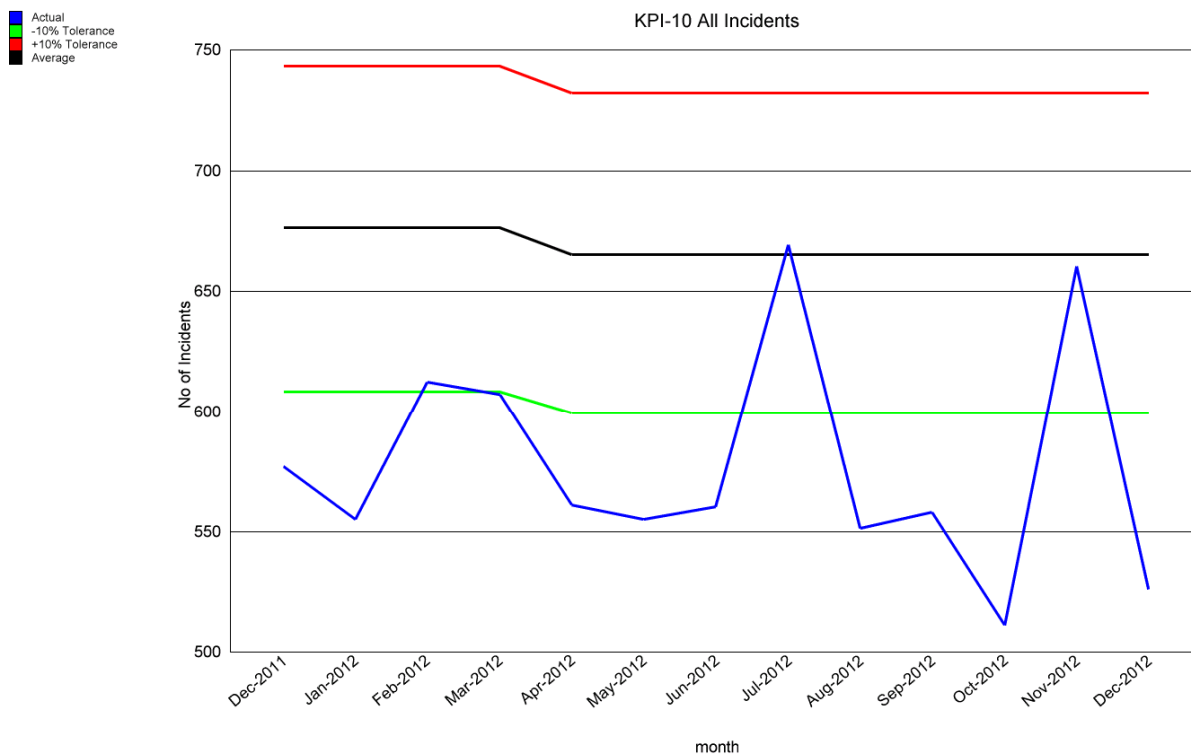


Fire and Rescue Authority Plan 2012-13

Quarters 1-3 Performance

1. Operational Activity – Total and Fire Incidents

1.1. Quarters 1-3 Total Incidents Attended



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

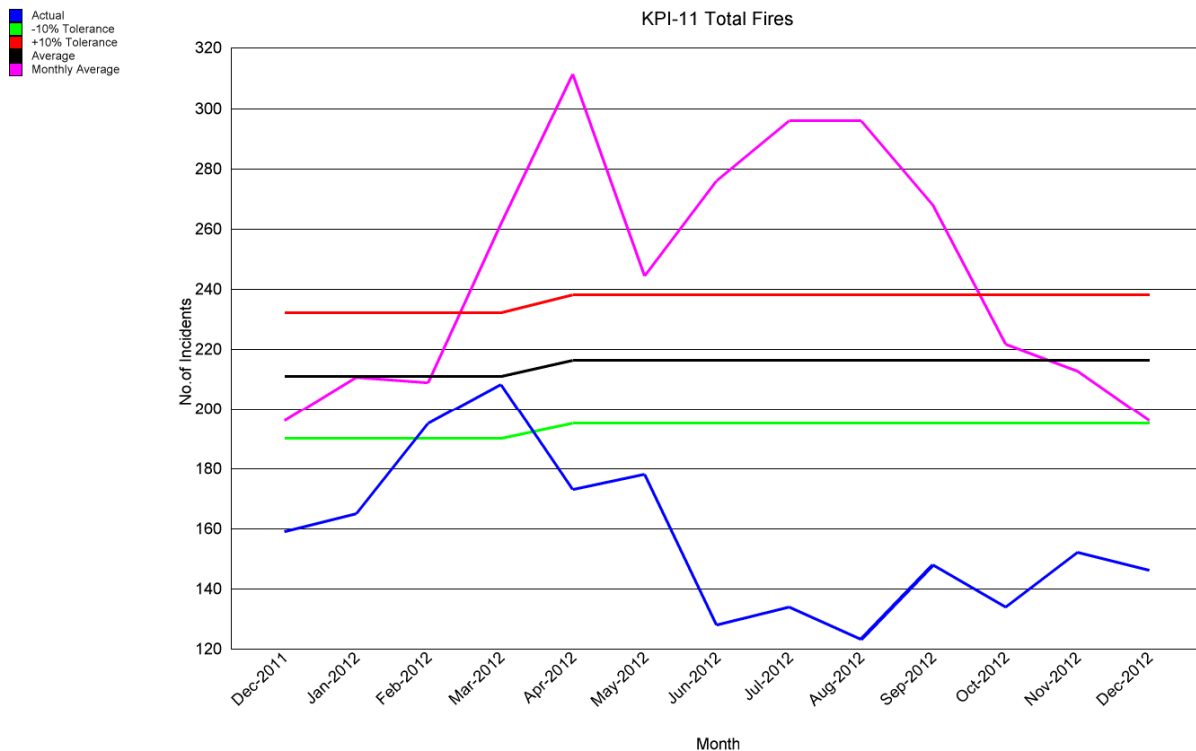
Summary Total incident operational activity levels for Quarters 1-3 show a decrease compared with the same period last year.

Total Incidents	Quarter 1-3 2011-12	Quarter 1-3 2012-13	Percentage change
All Fires	2281	1316	-42.3%
Special Services	1153	1345	16.7%
False Alarms	2649	2490	-6.0%
Total Incidents	6083	5151	-15.3%

(Table 1 – Total Incidents Quarters 1-3 2011-12 and 2012-13)

- A large reduction in the total number of fires attended in Quarters 1-3 compared with the same quarters last year.
- An increase in Special Services calls as a result of the spells of wet weather compared with the same quarters last year.
- A slight reduction in the number of false alarm calls compared with the position at end of Quarter 3 last year.

1.2. Quarters 1-3 Total Number of Fires



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

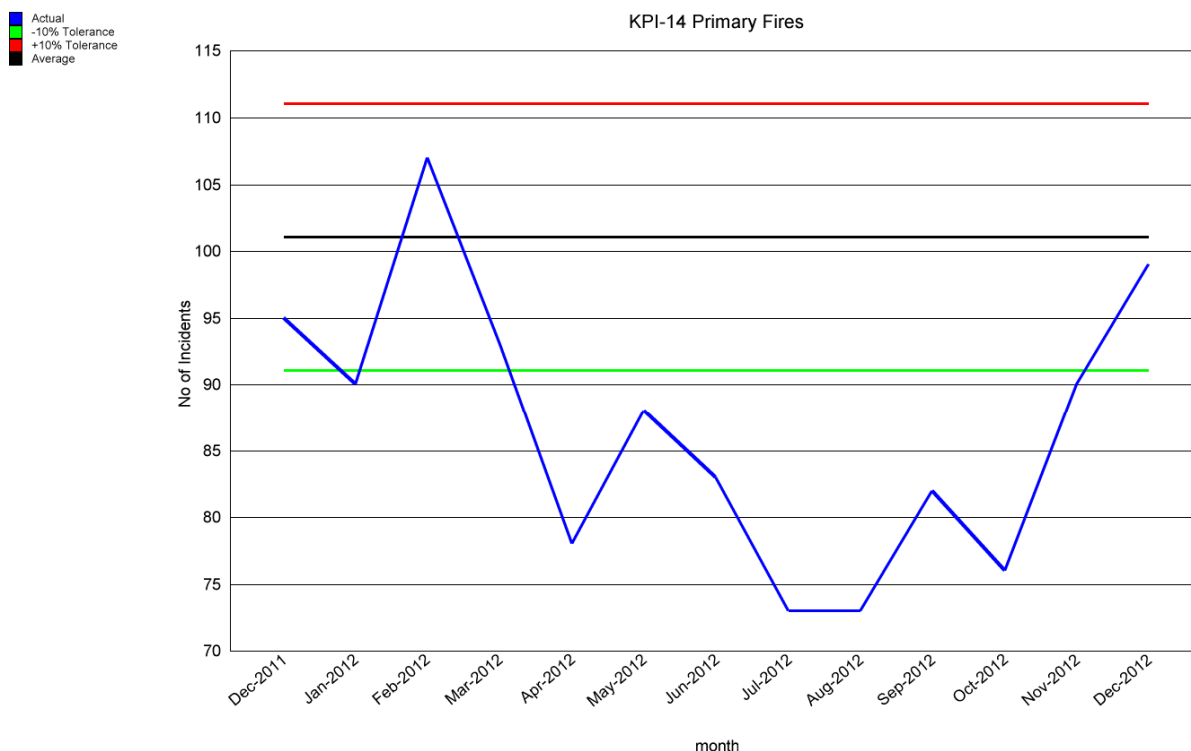
Summary A significant reduction in Secondary Fires attended in Quarters 1-3 compared with the same Quarters last year, has led to an overall reduction in the total number of fires attended.

Total Fires	Quarters 1-3 2011-12	Quarters 1-3 2012-13	Percentage change
Primary Fires	947	742	-21.6%
Secondary Fires	1240	455	-63.3%
Chimney Fires	94	119	26.6%
Total Fires	2281	1316	-42.3%

(Table 2 – Total Fires Quarters 1-3 2011-12 and 2012-13)

- Primary fires down 19.0% from last 3 years' Quarter 1-3 average.
- Secondary fires down 53.5% from last 3 years' Quarter 1-3 average.
- Chimney fires have increased compared with the same period last year but are down 5.1% on last 3 years' Quarter 1-3 average.
- The slight increase in the November 2012 monthly total fires was due to increases in primary and chimney fires compared with the previous month. Chimney fires accounted for 17% of all fires in November 2012 compared with 10.5% of all fires in November 2011.

1.3. Quarters 1-3 Primary Fires



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

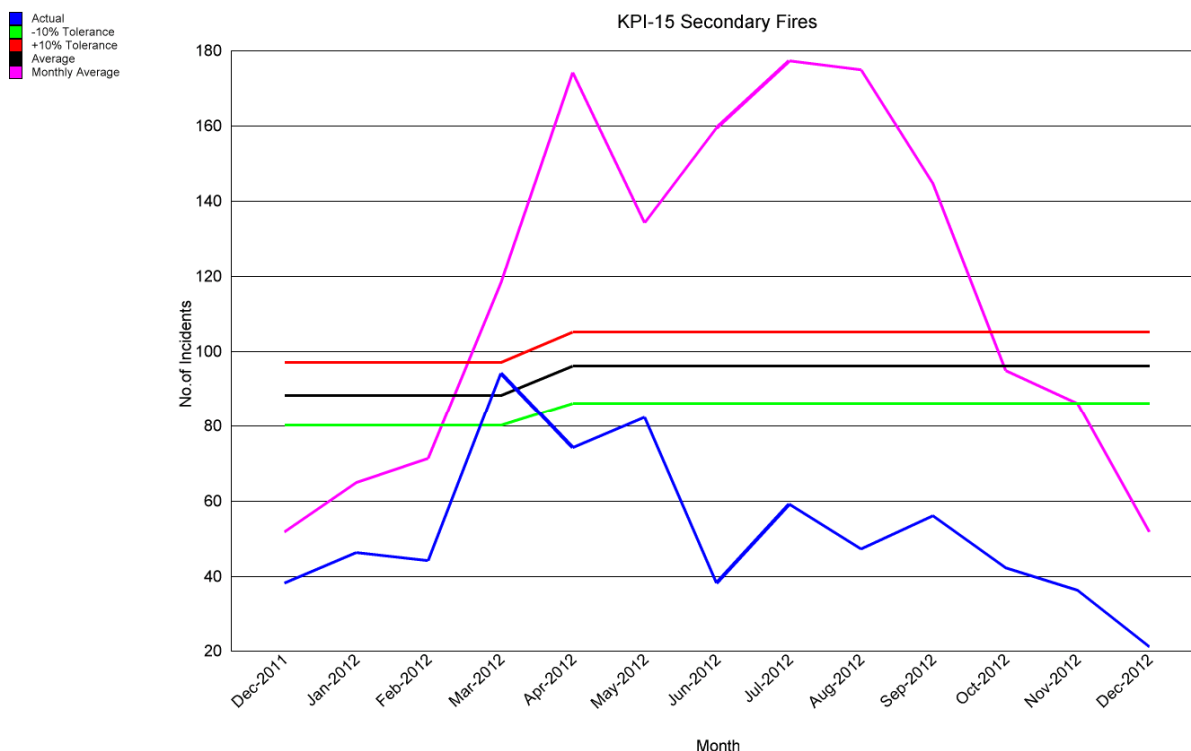
Summary Primary fires numbers in Quarters 1-3 reduced compared with same period last year.

Primary Fires	Quarters 1-3 2011-12	Quarters 1-3 2012-13	Percentage change
Building Fires	590	478	-19.0%
Vehicle & Transport Fires	258	211	-18.2%
Outdoor Fires	99	53	-46.5%
Total Fires	947	742	-21.6%

(Table 3 – Primary Fires Quarters 1-3 2011-12 and Quarters 1-3 2012-13)

- Building Fires have reduced by 19% compared with the same period last year. The largest decreases were in non-residential properties which have reduced from 233 in Quarters 1-3 2011-12 to 152 in Quarters 1-3 2012-13. This is partially due to the Service working closely with our partners in the local enforcement community to ensure that there is a far greater understanding and embedding of relevant Fire Safety Legislation.
- Car fires account for the largest proportion of Vehicle and Transport fires and they have reduced from 160 in Quarters 1-3 2011-12 to 133 in Quarters 1-3 2012-13.
- Although small in context, the number of outdoor fires has decreased from 99 in Quarters 1-3 2011-12 to 53 in Quarters 1-3 2012-13. This is mainly due to the predominantly wet weather conditions which have also affected the number of secondary fires attended.

1.4. Quarters 1-3 Secondary Fires



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

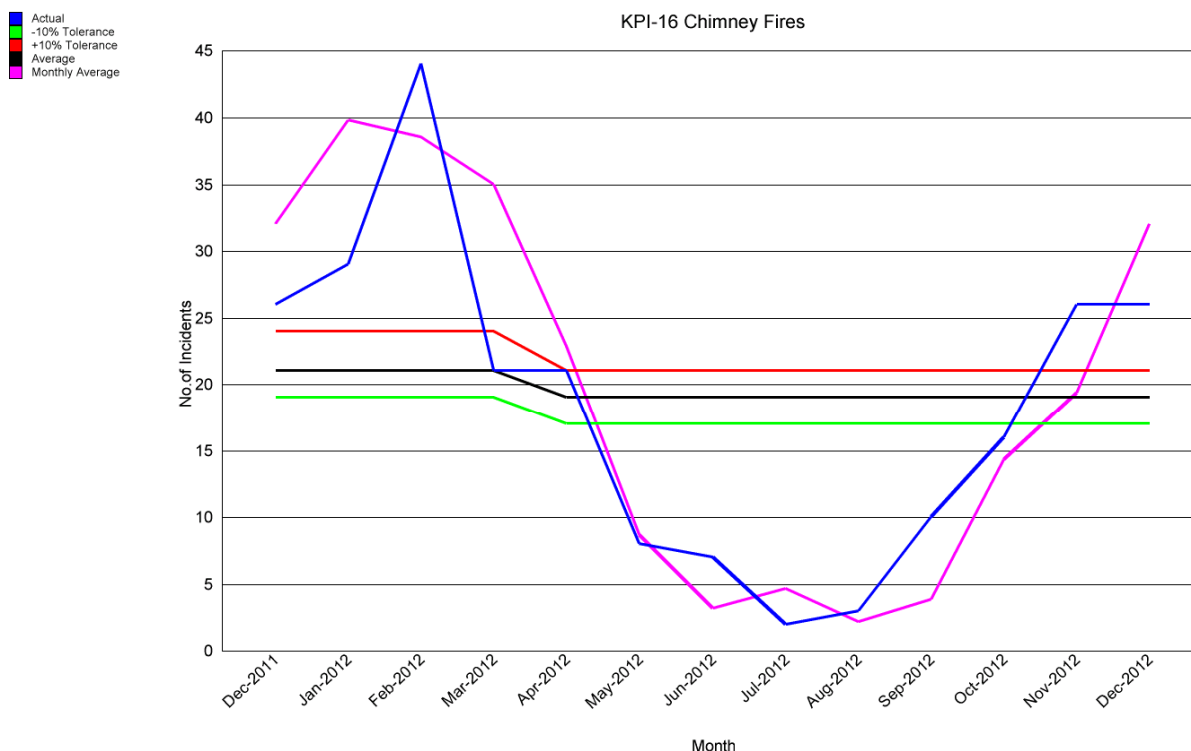
Summary Secondary fire numbers have decreased significantly compared with the same quarters last year due to the predominantly wet weather conditions in Quarters 1-3.

Secondary Fires	Quarters 1-3 2011-12	Quarters 1-3 2012-13	Percentage change
Grassland, woodland and crops	667	113	-83.1%
Other Outdoors (including land)	305	169	-44.6%
Outdoor equipment & machinery	16	10	-37.5%
Outdoor Structures	220	140	-36.4%
Building	22	21	-4.5%
Road Vehicle & Other Transport	10	2	-80.0%
Total Fires	1240	455	-63.3%

(Table 4 – Secondary Fires Quarters 1-3 2011-12 and 2012-13)

- The largest reduction in secondary fires comparing Quarters 1-3 2012-13 with Quarters 1-3 2011-12 is in fires located in grassland, woodland and crops. There were 113 grassland, woodland and crop fires in Quarters 1-3 2012-13 which represent 24.8% of all secondary fires compared with 667 grassland, woodland and crop fires in Quarters 1-3 2011-12 (53.8% of all secondary fires).
- There have been similar reductions in the number of secondary fires in other outdoor locations and outdoor structures which together with grassland, woodland and crop fires make up the majority of all secondary fires.

1.5. Quarters 1-3 Chimney Fires



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

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

Chimney Fires	Quarters 1-3 2011-12	Quarters 1-3 2012-13	Percentage Change
April	12	21	75.0%
May	6	8	33.3%
June	3	7	133.3%
July	1	2	100.0%
August	3	3	0.0%
September	4	10	150.0%
October	23	16	-30.4%
November	16	26	62.5%
December	26	26	0.0%
Total	94	119	26.6%

(Table 5 – Chimney Fires Quarters 1-3 2011-12 and 2012-13)

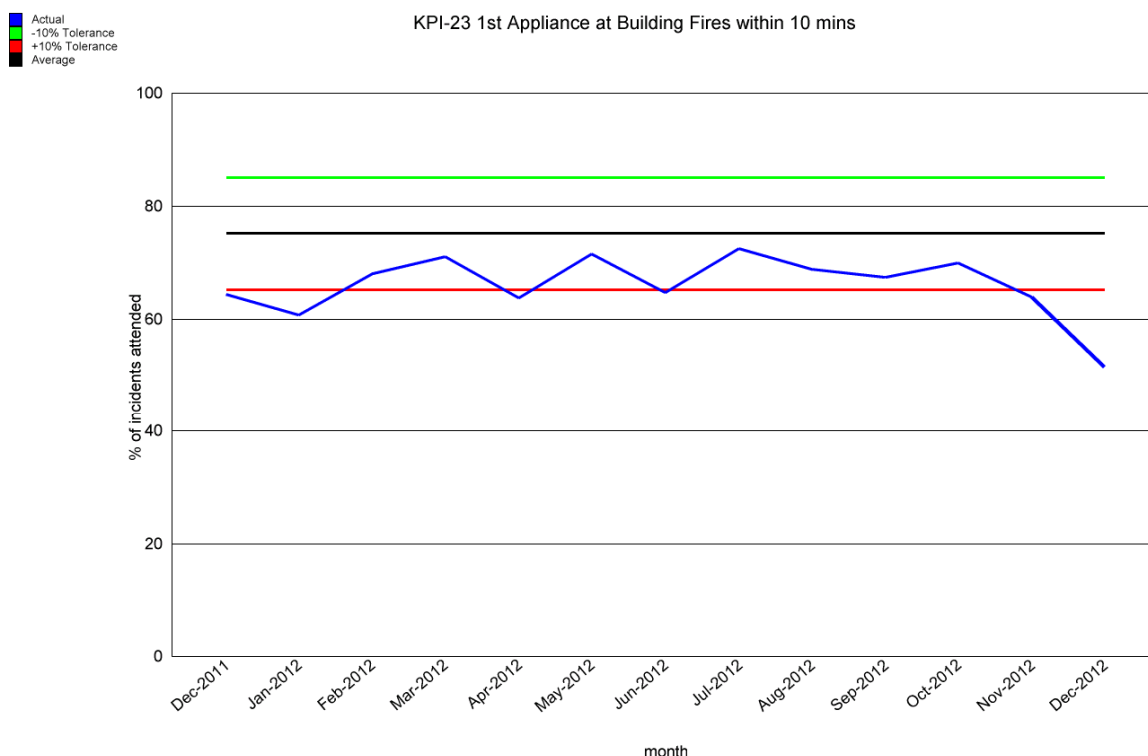
- Chimney fires have increased from the same period last year, with 26.6% more than in the same period last year; this may also be due to the cooler, wetter weather conditions in Quarters 1-3 2012-13.
- Increase in monthly figures particularly in June 2012 and September 2012 compared with the same month in 2011 but these are relatively low figures in terms of all incidents attended.

District	Quarters 1-3 2011-12	Quarters 1-3 2012-13	Percentage Change
North	21	34	61.9%
South	19	29	52.6%
West	54	56	3.7%
Total	94	119	26.6%

(Table 6 – Chimney Fires by District Quarters 1-3 2011-12 and 2012-13)

- Although the majority of chimney fires are as expected in rural West District, the largest year on year percentage increases have occurred in the other two districts. The largest year on year station increases were Worcester which increased from 1 chimney fire in Quarters 1-3 2011-12 to 10 in Quarters 1-3 2012-13 and Stourport and Kington which each increased from 1 in Quarters 1-3 2011-12 to 5 in Quarters 1-3 2012-13.
- Chimney fire prevention continues to be a major part of the Service's Home Fire Safety campaigns. We have written to all people identified as having a chimney in Home Fire Safety Checks to highlight the importance of having their chimney swept. We also have sent out copies of information leaflets to local registered chimney sweeps for their use.
- In the next Quarter, Age UK will be offering a free chimney sweeping service to 120 people we identify as being vulnerable, through our membership of the Warmer Worcestershire network. This is a partnership between public and voluntary sector organisations including Worcestershire County Council, the district councils, public health, the Fire Service, Act on Energy and Age UK Herefordshire and Worcestershire.
- The Network aims to reduce fuel poverty and CO2 emissions in the County by encouraging energy efficiency improvements in homes, helping vulnerable residents understand the links between effectively heating the home and the impact on their health and supporting the delivery of the cold weather plan for Worcestershire.
- In addition to the free chimney sweeping service, funding is also available for boiler repairs and servicing to ensure that heating systems run efficiently for householders who cannot afford to have servicing or repairs done themselves.
- A cold weather plan comes into force during cold snaps and should vulnerable occupants find themselves without heating, emergency heaters will be provided and delivered to households at no cost.
- Additional funding is now being sought to extend this innovative project beyond current levels which will help reduce chimney fires as well as helping vulnerable residents understand the links between effectively heating the home and the impact on their health.

1.6.Quarters 1-3 Attendance Standards – Fires in Buildings



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

Summary Although not out of tolerance for the whole of the period Quarters 1-3, the Service saw a reduction in the number of attendances at building fires that met the attendance standard compared with the same period last year. Travel distance accounted for 50% of these failures. Of the remainder, 18% were attended in a time of between 10 and 11 minutes.

1 st Appliance attendance at Building Fires within 10 minutes	Quarters 1-3 2011-12	Quarters 1-3 2012-13
Building fires attended within 10 minutes	436	325
Total Number of Building fires attended	609	498
% attended within 10 minutes	71.6%	65.3%

(Table 7 – 1st Appliance attendance Quarters 1-3 2011-12 and 2012-13)

- Monthly performance can be affected by a number of factors and the Service has seen a decline in performance in November and December 2012 for the number of building fires attended within 10 minutes when compared with the same months in 2011-12. The wet weather and flooding spate conditions experienced in those months may have contributed to this.
- In December 36 out of 70 building fires were attended within 10 minutes. This does not seem to be linked to retained availability or the number of times retained crews were mobile within 6 minutes as both of these indicators saw an improvement in that month when compared to the previous month.

- Further analysis indicates that non-attendances within 10 minutes in December were spread evenly across the Service area. Of the 34 failures, 15 were in North District, 10 in West and 9 in South District. Travel distance was a factor in North and West District with 8 out of the 15 non-attendances cited as being due to travel distance in North and 6 out of the 9 non-attendances in West.
- In South District the main reason cited for non-attendance within 10 minutes in December was retained and day crewed turn in time. 6 out of the 8 non-attendances in South were first attended by a retained or day crewed appliance.

Travel distance to the incident	96	Simultaneous Incident	3
Turn in time (Retained and Day Crew only)	21	Incorrect or insufficient information passed to Fire Control on initial call	2
Late Fire Call	9	Insufficient crew due to numbers of crew available	2
Incident outside Station turnout area	7	Mobilised to incorrect address	2
Difficulty in locating incident address	5	Mobilising error	2
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	5	Traffic conditions causing delayed turn in time to Stations (Retained and Day Crewed only)	2
Weather conditions/Road conditions	4	Appliance breakdown/Off the Run	1
Communication Equipment Fault	3	Appliance not booked in attendance	1
Mobilised from other location (not on home Station)	3	Insufficient crew with appropriate role skills	1
Responding at normal road speed, i.e. AFAs	3	Training event delaying turn out i.e. drilling	1
		Total	173

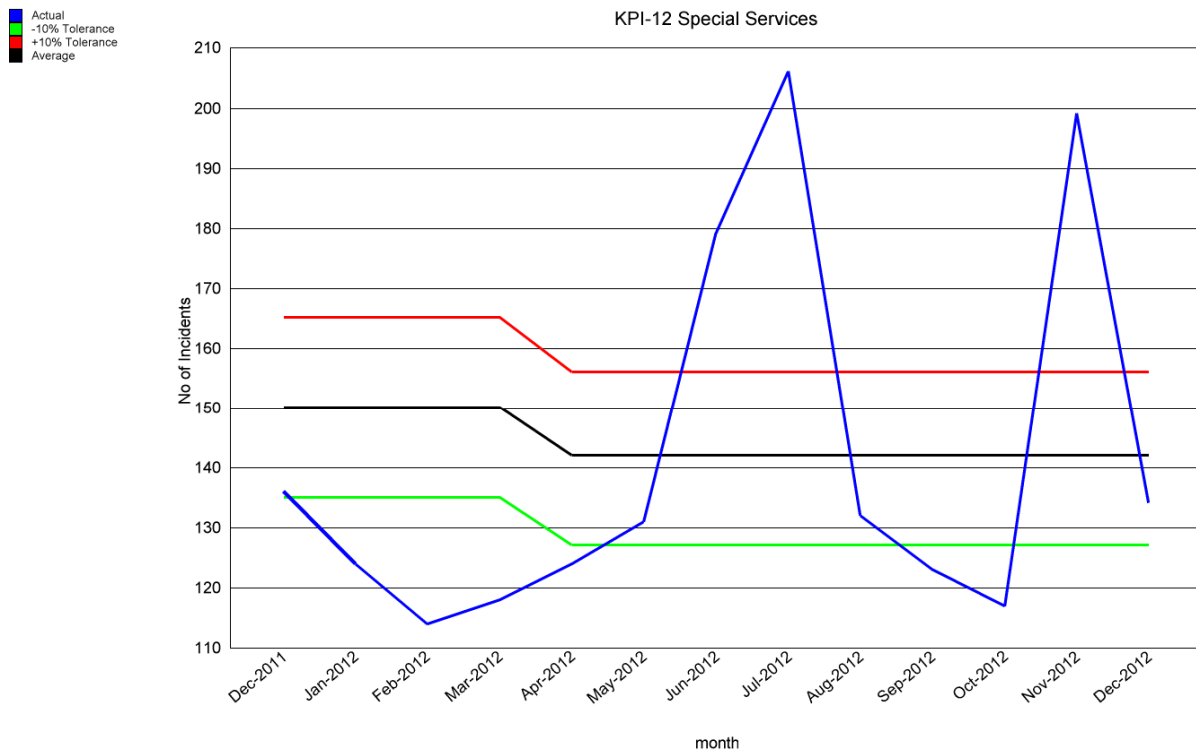
(Table 8 – Fire in Buildings – Reasons for standard not met Quarters 1-3 2012-13)

- The table above illustrates the breakdown of reasons supplied by the officer in charge at the scene of individual incidents for the 173 incidents where the standard was not met throughout the whole of Quarters 1-3. Travel distance accounted for over 50% of the failures.
- Although all non-compliances for attendances at building fires are recorded in the standard, there are some occasions where the Service has greater control over the outcomes than others. For example if late fire calls, responding at normal road speed, simultaneous incidents and mobilising errors were to be removed from the performance standard the percentage achieved would increase to 67.6% from 65.3%.
- 32 out of the 173 fires which were not attended within 10 minutes were attended within 11 minutes. The overall average time taken to attend all types of incidents in Quarter 1-3 2012-13 was 9 minutes 24 seconds (excluding the nine late fire calls).

2. Other Non-Fire Incidents

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

2.1. Quarters 1-3 Special Service Incidents



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

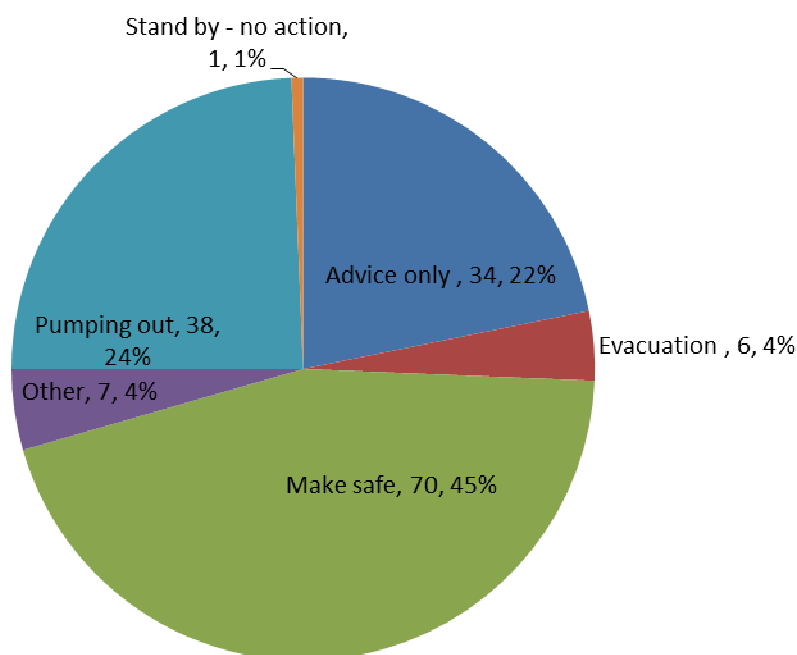
Summary The Special Service incidents totals have been adversely affected by an increase in flooding and other water related incidents in June-July 2012 and November 2012. Although the monthly totals in these months was out of tolerance, the overall Quarter 1-3 incident total continues to be within tolerance at this point in the year.

All Special Services	Quarter 1-3 2011-12	Quarter 1-3 2012-13	Percentage change
RTC Incidents	494	470	-4.9%
Flooding	44	156	254.5%
Other Special Services	615	719	16.9%
Total Incidents	1153	1345	16.7%

(Table 9 – Special Services Quarter 1-3 2011-12 and 2012-13)

- Flooding incidents refer specifically to property based incidents and there were 156 Flooding incidents in Quarter 1-3 2012-13 compared with 44 at the same point last year.
- 25 out of the 156 Flooding incidents occurred in the three day period 28-30 June 2012 and 15 occurred between 25 and 26 November.
- Other Special Services included quarter on quarter increases in making safe (not RTC) and rescues and evacuation from water, also linked to the spate conditions.

Flooding Incidents Q1-3 2012-13



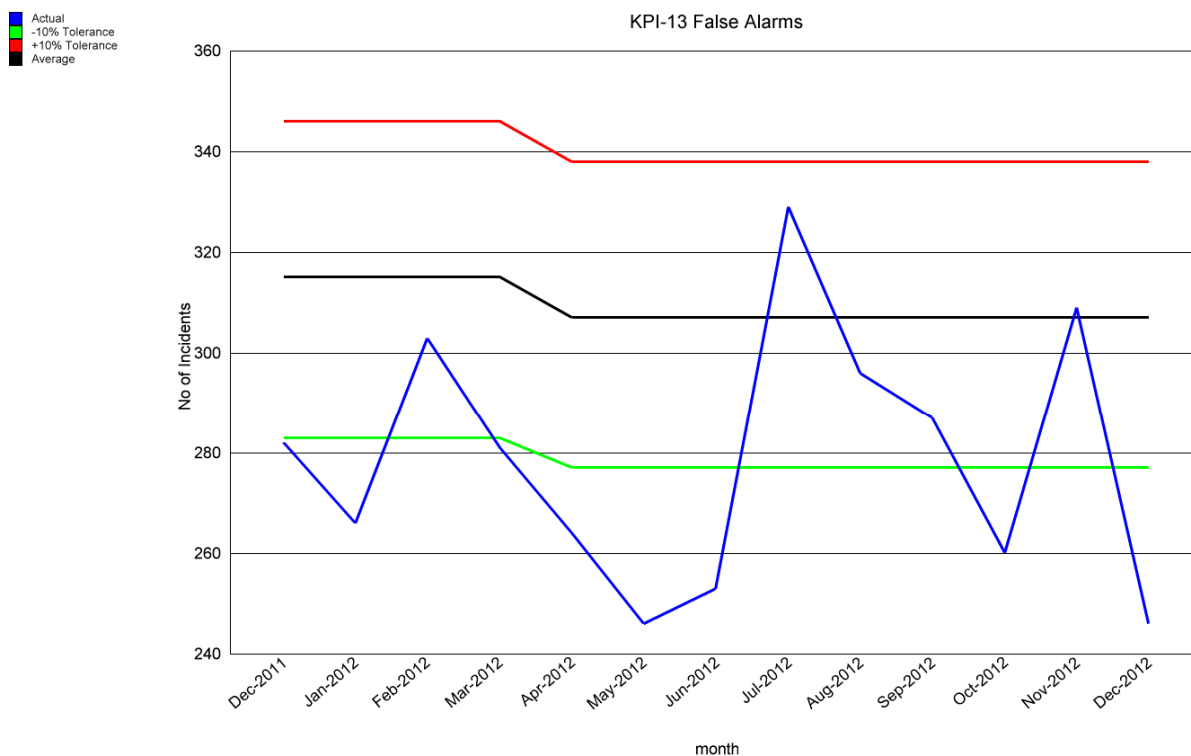
(Figure 8 – Flooding Incidents by type Quarters 1-3 2012-13)

- The table below illustrates the breakdown of the types of property affected by the flooding incidents in Quarters 1-3 2012-13

Property Type	Advice Only	Evacuation	Make Safe	Other	Pumping out	Stand-by	Total
Dwelling	27	3	52	4	31	0	117
Non-Residential	4	0	14	1	3	0	22
Other Residential	1	0	2	0	3	0	6
Other Outdoors	2	1	2	0	0	0	5
Road Vehicles	0	2	0	2	0	1	4
Other Transport	0	0	0	0	1	0	1
Totals	34	6	70	7	38	1	156

(Table 10 – Flooding incidents by property type Quarters 1-3 2012-13)

2.2. Quarters 1-3 False Alarm Incidents



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

Summary False alarm numbers have decreased against Quarter 1-3 numbers for last year and also decreased against the last 3 years' Quarter 1-3 average.

Total False Alarms	Quarters 1-3 2011-12	Quarters 1-3 2012-13	Percentage change
Malicious False Alarms	52	33	-36.5%
False Alarm Good Intent	588	562	-4.4%
Automatic False Alarms	2009	1895	-5.7%
Total False Alarms	2649	2490	-6.0%

(Table 11 – False Alarms Quarters 1-3 2011-12 and Quarters 1-3 2012-13)

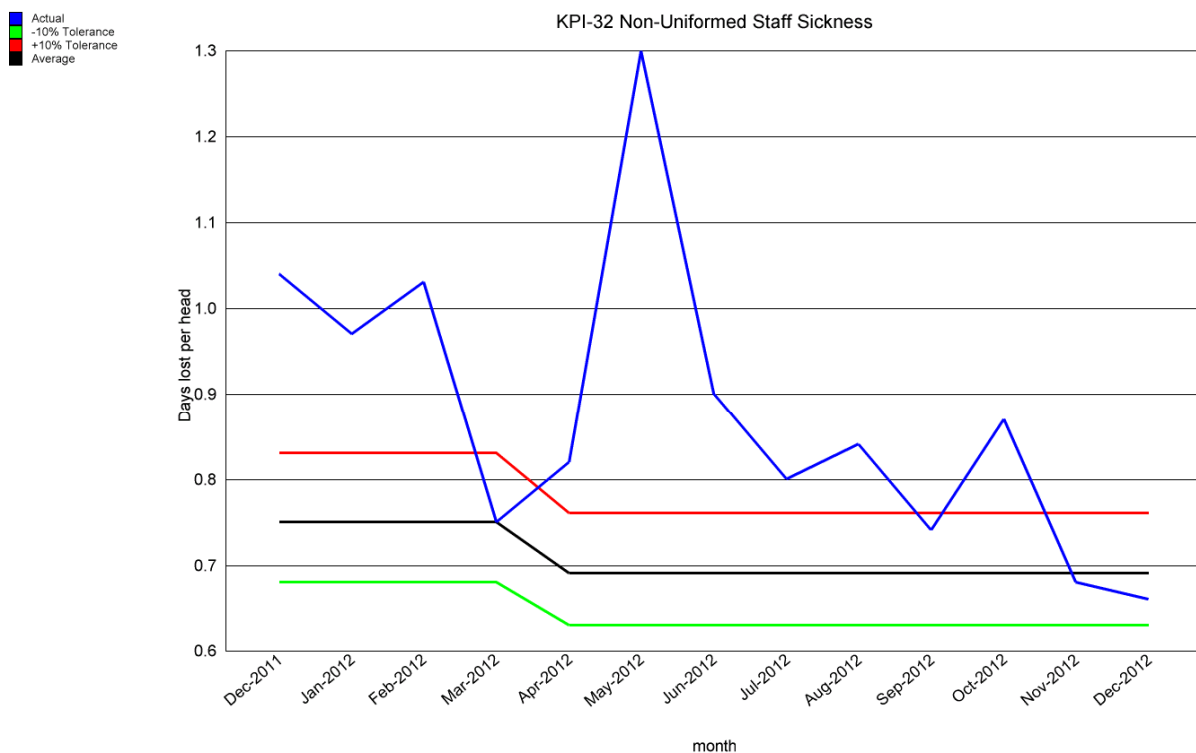
- Marginal decrease in the number of Automatic False Alarms in Quarters 1-3 2012-13 compared with same period last year and decreases in the other categories of false alarms compared with the same period last year.
- The spike in month performance in November 2012 was caused by increases in the number of false alarm good intent and automatic false alarms when compared from the previous month. Part of the increase in False Alarm Good Intent was due to false alarms raised as the result of bonfires and other controlled burning which accounted for 32 out of the 80 Good Intent False Alarms attended in November.

- As a result of the Interim AFA policy, the total number of mobilisations (Appliances and Rescue Appliance) to AFAs reduced from 2717 in Quarters 1-3 2011-12 to 2123 in Quarter 1-3 2012-2013. There have been 594 fewer mobilisations as a result of the application of the interim policy.
- A full update will be reported back to the 18 June 2013 Authority meeting on progress on the interim AFA policy which was approved by the Authority at its meeting on 14 December 2011.

3. Key Performance Indicators Out of Tolerance

At the end of Quarter 3, all key performance indicators (KPI) were within the 10% tolerance levels, except for the indicator regarding non-uniform sickness.

3.1. KPI-33 Non-Uniform Sickness



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

Summary Non-uniform staff sickness was above the 10% tolerance levels for the first five months of the financial year and then again in October 2012 and as a result was over the 10% tolerance level at the end of the Quarter. The main reason for this was an increase in long term sickness for non-uniform staff sickness.

	Non-Uniform Sickness days lost per head Quarters 1-3 2011-12 (days)	Non-Uniform Sickness days lost per head Quarters 1-3 2012-13 (days)	Percentage Change
April 2012	0.45 (54.74)	0.82 (98.78)	82.2%
May 2012	0.46 (55.72)	1.3 (154.08)	182.6%
June 2012	0.91 (108.43)	0.9 (107.97)	-1.1%
July 2012	0.79 (92.53)	0.8 (94.56)	1.3%
Aug 2012	0.72 (83.32)	0.84 (98.2)	16.7%
Sep 2012	0.98 (114.37)	0.74 (86.97)	-24.5%
Oct 2012	1.3 (152.8)	0.87 (102.986)	-33.1%
Nov 2012	1.66 (199.18)	0.68 (79)	-59.0%
Dec 2012	1.04 (126.11)	0.56 (76.93)	-46.2%
Total	8.08 (987.2)	7.48 (899.476)	-7.4%

(Table 12 –Non-Uniform Staff Sickness per month Quarters 1-3 2011-12 and 2012-13)

	Short Term Non-Uniformed Staff Sickness per head Quarters 1-3 2012-13 (days lost)	Long Term Non-Uniformed Staff Sickness per head Quarters 1-3 2012-13 (days lost)	All Non-Uniformed Staff Sickness per head Quarters 1-3 2012-13 (days lost)
April 2012	0.22 (26)	0.61 (72.78)	0.82 (98.78)
May 2012	0.47 (55.68)	0.83 (98.4)	1.3 (154.08)
June 2012	0.31 (37)	0.59 (70.97)	0.9 (107.97)
July 2012	0.11 (12.59)	0.69 (81.97)	0.8 (94.56)
Aug 2012	0.20 (23.4)	0.64 (74.8)	0.84 (98.2)
Sep 2012	0.39 (46.21)	0.35 (40.76)	0.74 (86.97)
Oct 2012	0.57 (66.986)	0.30 (36)	0.87 (102.986)
Nov 2012	0.49 (57)	0.19 (22)	0.68 (79)
Dec 2012	0.30 (34.93)	0.36 (42)	0.56 (76.93)
Total	3.0 (359.796)	4.48 (539.68)	7.48 (899.476)

(Table 13 – Non-Uniform Short & Long Term Sickness per month Quarters 1-3 2012-13)

- The largest monthly total of non-uniform sickness was in May 2012 which also had the greatest monthly total of long-term non-uniform sickness.
- Long term non-uniform staff sickness represented 60% of all non-uniform staff sickness in Quarter 1-3 2012-13. This can be compared with Wholtime staff sickness where long term staff sickness represented 50% of all Wholtime staff sickness.
- 4.48 days were lost to long term non-uniform staff sickness in Quarters 1-3 2012-13 compared with 5.08 days lost to long term non-uniform staff sickness in same period last year. There were three long term sickness cases at the end of Quarter 3 2012-13.

4. Retained Availability

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

Retained Availability	Quarters 1-3 2011-12	Quarters 1-3 2012-13	Percentage Change
April 2012	93.9%	91.8%	-2.1%
May 2012	94.1%	89.9%	-4.2%
June 2012	91.7%	89.9%	-1.8%
July 2012	91.8%	90.7%	-1.1%
Aug 2012	89.4%	86.0%	-3.4%
Sep 2012	89.9%	90.5%	0.6%
Oct 2012	89.2%	90.7%	1.5%
Nov 2012	91.7%	91.6%	-0.1%
Dec 2012	90.4%	89.8%	-0.6%
Total	91.3%	90.1%	-1.2%

(Table 14 – Retained availability by month – Quarters 1-3 2011-12 & 2012-13)

- Although still providing a high level of retained availability in Quarters 1-3 2012-13, some stations have declined in performance when compared with the same period Quarters 1-3 2011-12:
 - Hereford, although achieving 82.9% availability has reduced 13.57% on Quarters 1-3 2011-12 availability. This reduction in availability was mainly due to increases in unavailability of drivers, the lack of a minimum crew and the lack of an Officer in Charge.
 - Droitwich, although achieving 75.68% availability has reduced 9.99% on Quarters 1-3 2011-12 availability. This reduction in availability was mainly due to increases in unavailability of drivers, and the lack of an Officer in Charge.
 - Stourport, although achieving 91.12% availability has reduced 8.81% on Quarters 1-3 2011-12 availability. This reduction in availability was mainly due to large increases in the lack of a minimum crew and the lack of BA wearers.
- Although Evesham was the lowest performing Station in Quarters 1-3 2012-13 with a Retained availability of 71.71%, it had improved when compared with the same period last year. The lack of availability in Quarters 1-3 2012-13 was mainly due to the lack of an Officer in Charge.
- Three Stations have shown significant improvement from Quarters 1-3 2011-12 to Quarters 1-3 2012-13:
 - Pebworth (up 15.76% on Quarters 1-3 2011-12 availability). The increase in availability was mainly due to increases in availability of an Officer in Charge and of drivers.
 - Bewdley (up 13.13% on Quarters 1-3 2011-12 availability). The increase in availability was mainly due to increases in availability of BA wearers and of drivers.

- Ewyas Harold (up 9.80% on Quarters 1-3 2011-12 availability). The increase in availability was mainly due to increases in the availability of BA wearers and of drivers.
- Kingsland was the highest performing Station in Quarters 1-3 2012-13 with a Retained availability of 99.76%. Kingsland had 100% availability of BA wearers in the Quarter 1-3 2012-13.

Station	Availability Quarters 1-3 2011-12	Availability Quarters 1-3 2012-13	Better/Worse
21 Worcester	97.61%	95.35%	-2.26%
22 Stourport	99.93%	91.12%	-8.81%
23 Bewdley	81.45%	94.58%	13.13%
24 Kidderminster	99.09%	97.15%	-1.94%
25 Bromsgrove	77.35%	77.29%	-0.06%
26 Droitwich	85.67%	75.68%	-9.99%
27 Redditch	94.41%	88.29%	-6.12%
28 Evesham	65.81%	71.71%	5.90%
29 Pebworth	68.66%	84.42%	15.76%
30 Broadway	79.83%	82.54%	2.71%
31 Pershore	95.74%	90.56%	-5.18%
32 Upton	95%	89.3%	-5.7%
41 Malvern	99.43%	99.69%	0.26%
42 Ledbury	94.95%	92.32%	-2.63%
43 Fownhope	94.88%	97.74%	2.86%
44 Ross on Wye	99.46%	96.81%	-2.65%
45 Whitchurch	92.48%	85.34%	-7.14%
46 Hereford	96.47%	82.90%	-13.57%
47 Ewyas Harold	82.95%	92.75%	9.80%
48 Eardisley	99.49%	99.29%	-0.20%
49 Kington	97.62%	95.3%	-2.32%
50 Leintwardine	88.33%	88.9%	0.57%
51 Kingsland	99.95%	99.76%	-0.19%
52 Leominster	94.25%	90.47%	-3.78%
53 Tenbury	90.75%	91.83%	1.08%
54 Bromyard	85.09%	85.24%	0.15%
55 Peterchurch	98.54%	91.48%	-7.06%
Total Quarters 1-3	91.3%	90.1%	

(Table 15 – % availability by Station, comparing Quarters 1-3 2011-12 with Quarters 1-3 2012-13)

Reasons for Appliances being off the run Quarters 1-3 2012-13 for all stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	8.45%
No BA wearers	5.34%
No Officer in Charge	6.28%
No driver	3.02%
Total impact on pump availability	9.9%

(Table 16 – Retained availability by factor – Quarter 1-3 2012-13)

Overall availability is dependent on a number of factors and an Appliance can be unavailable due to a combination of factors. The lack of sufficient crew is the largest reason for unavailability.