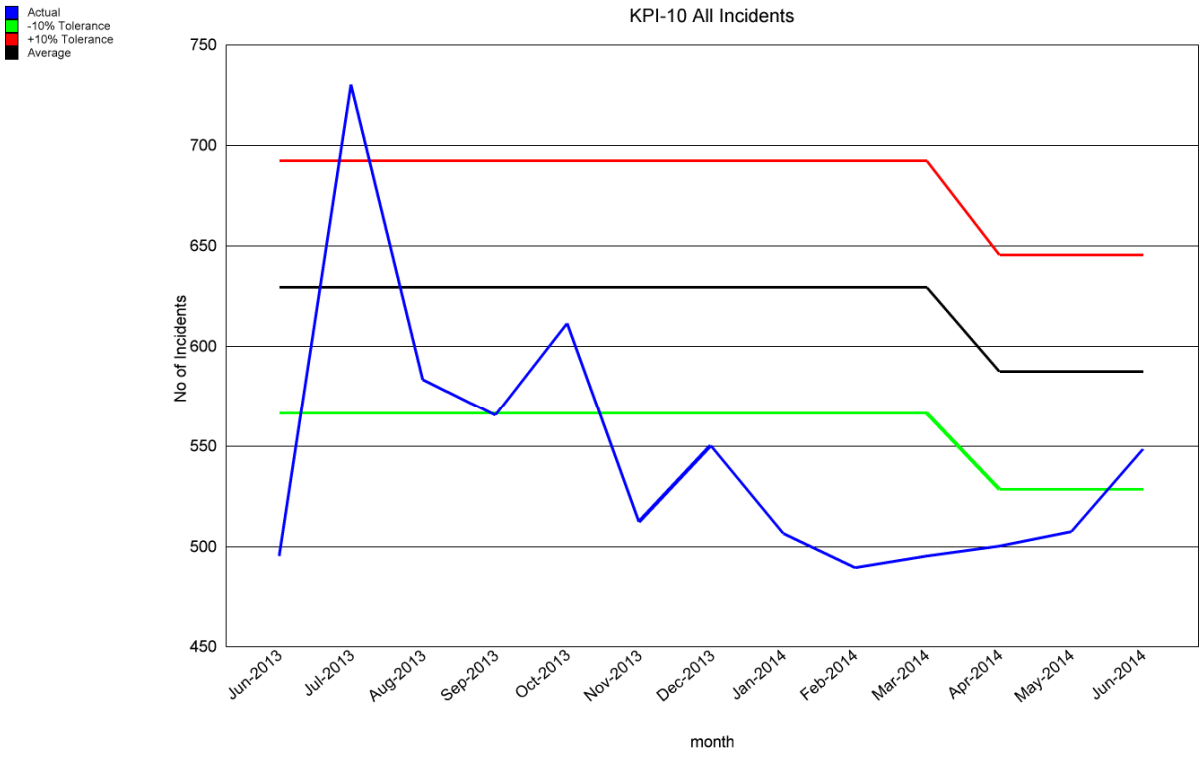
# Fire Authority Annual Report 2014-15
# 2014-15 Quarter 1 Performance

## 1. Operational Activity – Total and Fire Incidents

### 1.1. Total Incidents Attended




*(Figure 1 – Total Incidents per month June 2013 to June 2014)*

**Summary** *Total incident levels for Quarter 1 2014-15 show a slight decrease in operational activity compared with the same quarter last year. Fire incidents have reduced but there have been increases in the number of False Alarms attended and Special Service calls attended, particularly due to an increase in RTC and wet weather related incidents when compared with same quarter in 2013-14. The total number of incidents attended is the lowest Quarter 1 total since the current dataset has been collected for the past nine years.*

| Total Incidents | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| All Fires | 554 | 440 | -20.6% |
| Special Services | 307 | 343 | 11.7% |
| False Alarms | 720 | 772 | 7.2% |
| **Total Incidents** | **1581** | **1555** | **-1.6%** |

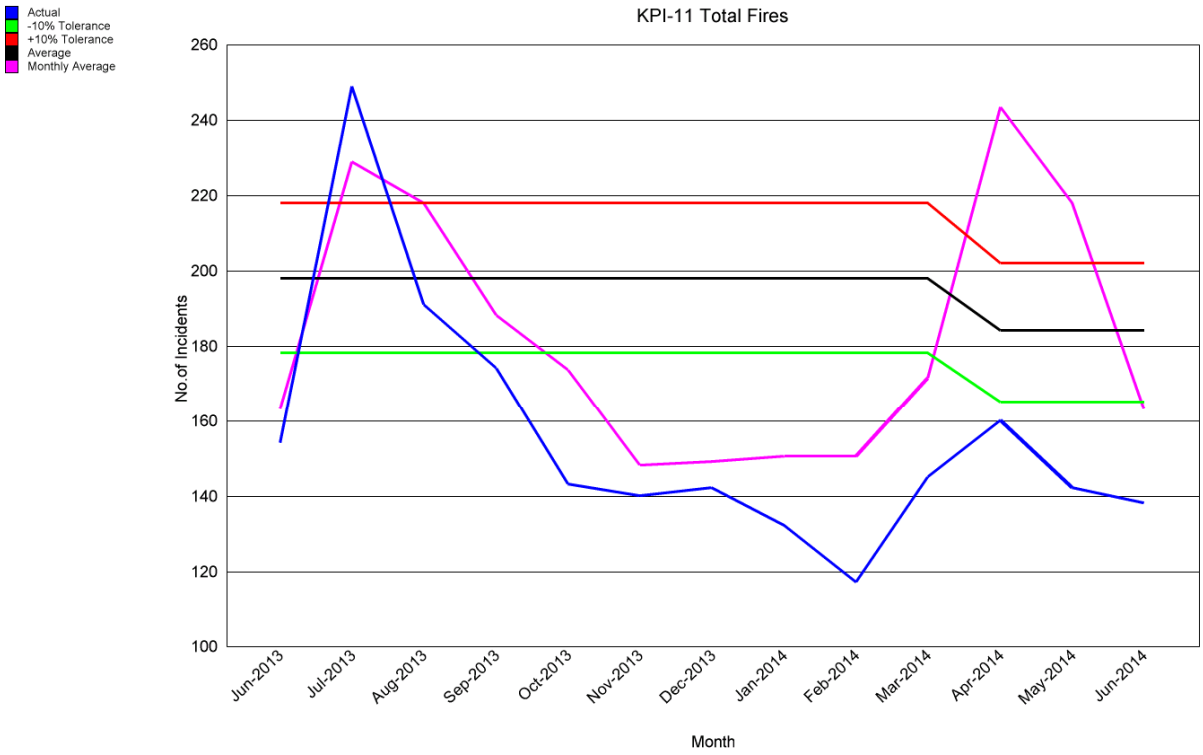
*(Table 1 –Total Incidents Q1 2013-14 and Q1 2014-15)*

- Total Fire incidents have reduced mainly due to a reduction in Secondary Fires when compared with the same period last year and is the lowest Quarter 1 total attended for the last nine years.

- Special Service incidents have increased when compared with Quarter 1 2013-14; this is mainly due to increases in RTCs and wet weather related incidents. Quarter 1 2014-15 experienced wetter weather conditions than the drier conditions in the same quarter last year. According to a local weather station, Malvern, 176.4 mm of rain fell in Quarter 1 2014-15 compared with 81.6mm in the same period last year.

- There has been a slight increase in the number of False Alarm calls compared with the position at end of Quarter 1 2013-14.

## 1.2. Total Number of Fires




*(Figure 2 – Total Fires per month June 2013 to June 2014)*

**Summary** *Decreases in all three categories of Fires have contributed to an overall decrease in the total number of Fires attended in Quarter 1 2014-15 compared with the same period in the previous financial year.*

| Total Fires | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| Primary Fires | 254 | 235 | -7.5% |
| Secondary Fires | 247 | 180 | -27.1% |
| Chimney Fires | 53 | 25 | -52.8% |
| **Total Fires** | **554** | **440** | **-20.6%** |

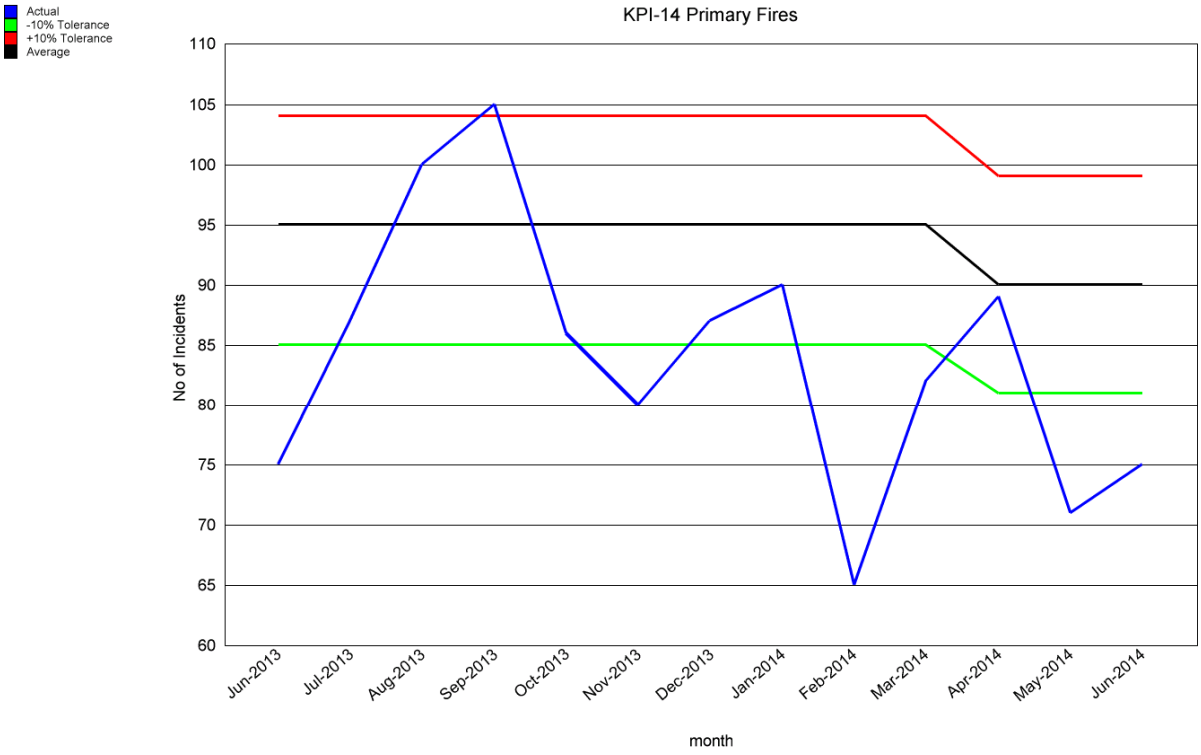
*(Table 2 –Total Fires Q1 2013-14 and Q1 2014-15)*

- Primary Fires have decreased by 7.5% when compared with the last same period last year (235 compared with 254) and are also down 16.2% from last 5 years Quarter 1 average (280 incidents).

- Secondary Fires have decreased by 27.1% when compared with the same period last year (180 compared with 247) and are also down 47.9% from the last 5 years average (346 incidents).

- Chimney fires have decreased by 52.8% compared with Quarter 1 2013-14 (25 compared with 53) and are down by 30.6% compared with the average number of chimney fire incidents attended in Quarter 1 in the last 5 years (36 incidents).

## 1.3.Primary Fires




*(Figure 3 – Total Primary Fire Incidents per month June 2013 to June 2014)*

**Summary** *Primary Fire incidents in Quarter 1 2014-15 have decreased when compared with Quarter 1 2013-14 and are the lowest Quarter 1 number of incidents attended for the last nine years.*

| Primary Fires | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| Building Fires | 152 | 128 | -15.8% |
| Vehicle & Transport Fires | 73 | 78 | 6.8% |
| Outdoor Fires | 29 | 29 | 0.0% |
| **Total Fires** | **254** | **235** | **-7.5%** |

*(Table 3 – Primary Fires Q1 2013-14 and Q1 2014-15)*

- Building Fires have decreased by 15.8% compared with the previous year. Within the category of Building Fires, non-residential and other residential fires have reduced by 35.8% and 22.2% respectively, but building fires in dwellings have increased by 2.6%.

- Car fires account for the largest proportion of vehicle and transport fires and although they have reduced from 42 in Quarter 1 2013-14 to 40 in

Quarter 1 2014-15, the overall number of vehicle fires has increased partially due to an increase in lorry/HGV and motorcycle fires when compared with the same quarter last year.

- The number of primary outdoor fires has stayed the same when compared with the same quarter last year (29 fires). These are outdoor fires which are designated primary fires as they are attended by five or more engines or they involve a casualty.

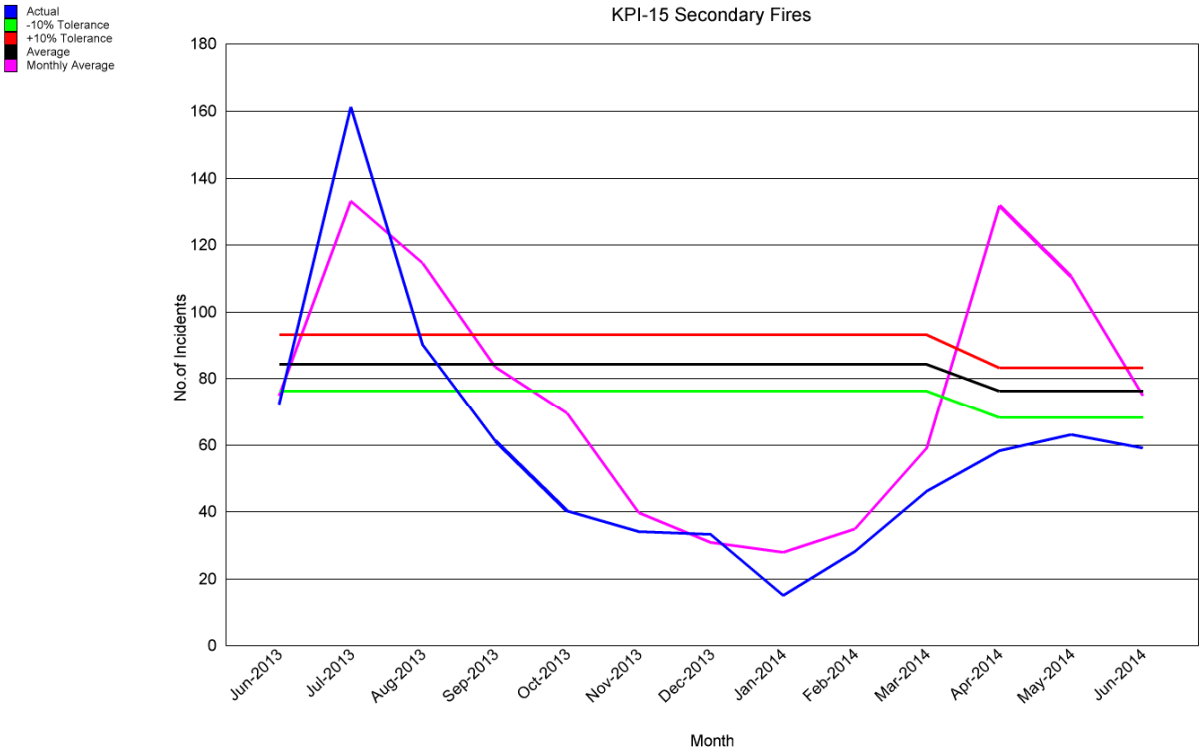
- Injuries from Primary Fires have increased when compared with the same period last year. There were 4 injuries from Primary Fires in Quarter 1 2014-15 compared with 2 in Quarter 1 2013-14. However regard needs to be made to the small numbers involved. There were no slight or serious injuries from Primary Fires in June. The 4 injuries from Primary Fires in Quarter 1 2014-15 were all as a result of the casualty being overcome by gas, smoke or toxic fumes and all of the injuries were considered slight rather than serious. Slight injuries are defined as those where it is considered that the casualty attending hospital as an outpatient only rather than an overnight stay but not where they were advised to attend hospital as a precautionary check.

- 3 of the 4 injuries were as a result of accidental dwelling fires and all three were as a result of fires which started in the kitchen, the other injury was as a result of a car fire. Prevention activity continues with information delivered in line with national initiatives. The Service continues to work with partner agencies to seek out referrals in hard to reach groups.

- There were no fatalities from Primary Fires in Quarter 1 2014-15 compared with one in the same quarter last year.

## 1.4. Secondary Fires

**Summary** *Secondary fire numbers have decreased in Quarter 1 2014-15 compared with the same quarter last year. This is due to the wetter conditions during Quarter 1 2014-15 when compared with the predominantly drier weather conditions in Quarter 1 2013-14.*




*(Figure 4 – Secondary Fire Incidents per month June 2013 to June 2014)*

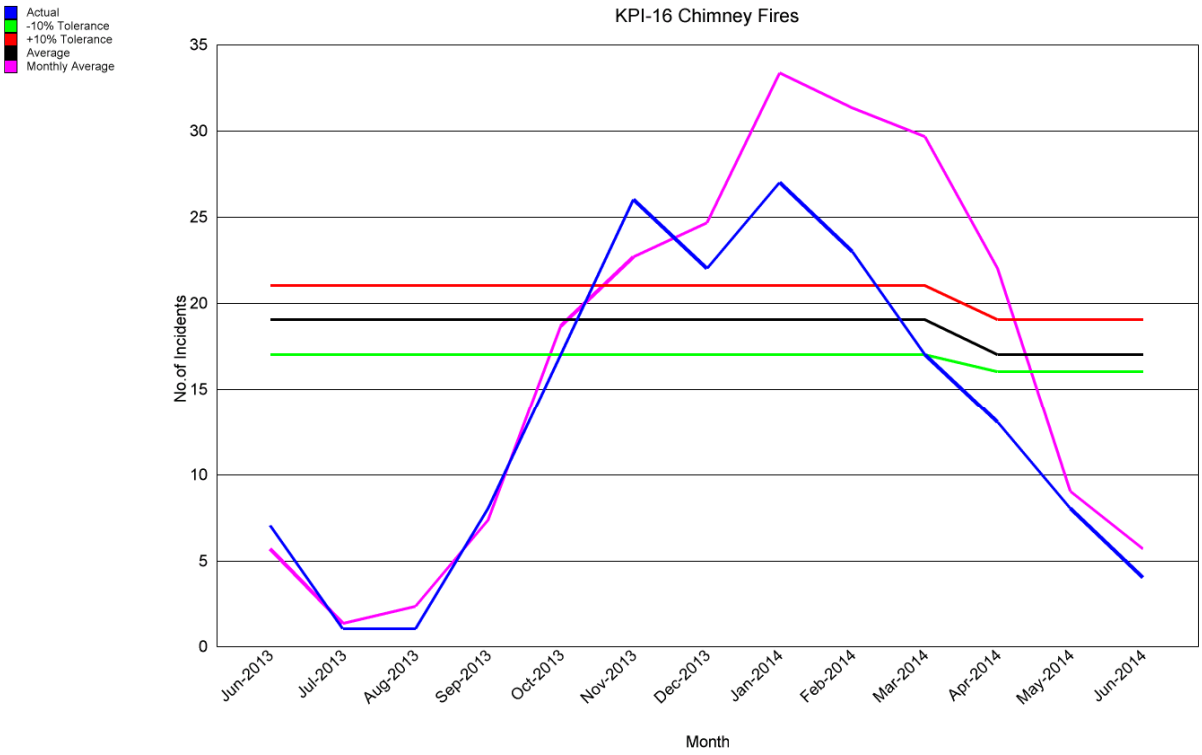
- The table below shows that the largest decreases in Secondary Fires, comparing Quarter 1 2014-15 with Quarter 1 2013-14, were in fires located in grassland, woodland and crops. There were 42 grassland, woodland and crop fires in Quarter 1 2014-15 which represent 23.3% of all Secondary Fires compared with 107 grassland woodland and crop fires in 2013-14 (43.3% of all secondary fires).

| Secondary Fires | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| Grassland woodland and crops | 107 | 42 | -60.7% |
| Other Outdoors (including land) | 78 | 75 | -3.8% |
| Outdoor equipment & machinery | 2 | 7 | 250.0% |
| Outdoor Structures | 53 | 46 | -13.2% |
| Building & Transport | 7 | 10 | 42.9% |
| **Total Fires** | **247** | **180** | **-27.1%** |

*(Table 4 – Secondary Fires Q1 2013-14 and Q1 2014-15)*

## 1.5. Chimney Fires

**Summary** *Chimney fires have decreased by 52.8% compared with Quarter 1 2013-14 (25 compared with 53) and are down by 30.5% compared with the average number of Chimney Fire incidents attended in the last 5 years (36 incidents).*




*(Figure 5 –Chimney Fire Incidents per month June 2013 to June 2014)*

- The total number of Chimney Fires attended in Quarter 1 2014-15 has reduced when compared with Quarter 1 2013-14. Chimney fires have also reduced by 30.5% when compared with the average number of chimney fire incidents attended in Quarter 1 in the last 5 years which was 36 incidents.

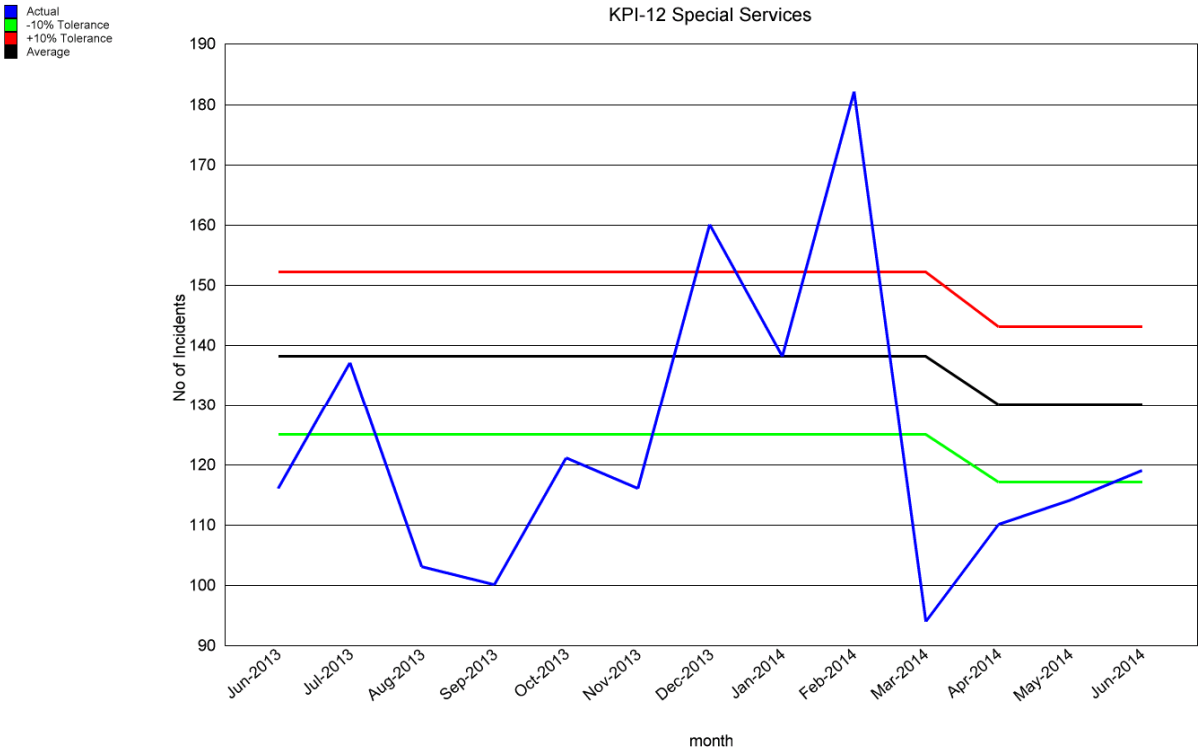
| Chimney Fires | Q1 2013-14 | Q1 2014-15 | Percentage Change |
|---|---|---|---|
| April | 33 | 13 | -60.6% |
| May | 13 | 8 | -38.5% |
| June | 7 | 4 | -42.9% |
| **Total** | **53** | **25** | **-52.8%** |

*(Table 5 – Chimney Fires Q1 2013-14 and Q1 2014-15)*

## 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 June 2013 to June 2014)*

**Summary** *Special Service incidents totals have increased by 11.7% when compared with the previous year, this is particularly due to an increase in RTC and wet weather related incidents when compared with same quarter in 2013-14.*

| All Special Services | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| RTC Incidents | 106 | 130 | 22.6% |
| Flooding | 11 | 24 | 118.2% |
| Rescue/Evacuation from Water | 4 | 9 | 125.0% |
| Animal Assistance | 34 | 21 | -38.2% |
| Other Special Services | 152 | 159 | 4.6% |
| **Total Incidents** | **307** | **343** | **11.7%** |

*(Table 6 – Special Services Q1 2013-14 and Q1 2014-15)*

- The Service attended a spate of wet weather incidents in June 2014 which has resulted in the increase in these incidents attended in Quarter 1 2014-15 when compared to the same period last year.

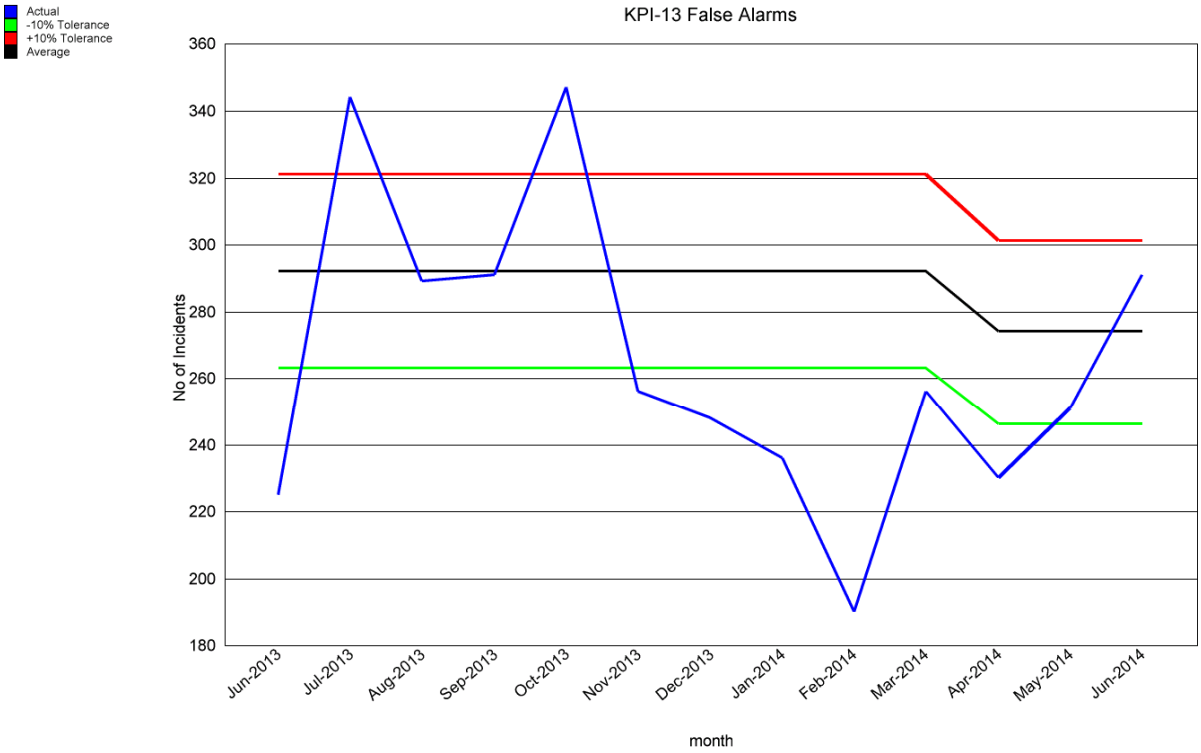
- In addition to property based flooding incidents, there are also other incident types that are adversely affected by wet weather conditions. These include making safe (not RTC) and rescues and evacuation from

water incident types. These incident types have also increased when compared with the same period last year.

- The number of RTC incidents has increased when compared with the previous year. This is partially due to a low number of RTC incidents occurring in April 2013 in Quarter 1 2013-14. There were 19 RTCs attended in April 2013 compared with 45 in the same month in the current year.

- The largest sub category of other Special Services was animal assistance incidents (21) which in Quarter 1 2014-15 accounted for 6.1% of all Special Service incidents (343 incidents) but have decreased by 38.2% when compared with the same quarter last year.

## 2.2.False Alarm Incidents




*(Figure 7 – False Alarm Incidents per month June 2013 to June 2014)*

**Summary** *The total number of False Alarms attended has increased slightly in Quarter 1 2014-15 compared with the same quarter last year.*

- There has been a slight increase in the number of Good Intent False Alarms attended and a larger percentage increase in the number of Malicious False Alarms when compared with the same quarter last year.

- There has also been an increase in the number of Automatic False Alarms attended which represents the largest proportion of all false alarms. This is without any extra incidents not attended during the periods of industrial action in Quarter 1 2014-15.

- The increase in the number of Automatic False Alarms attended is mainly due to a reduction in the number of alarms carelessly or

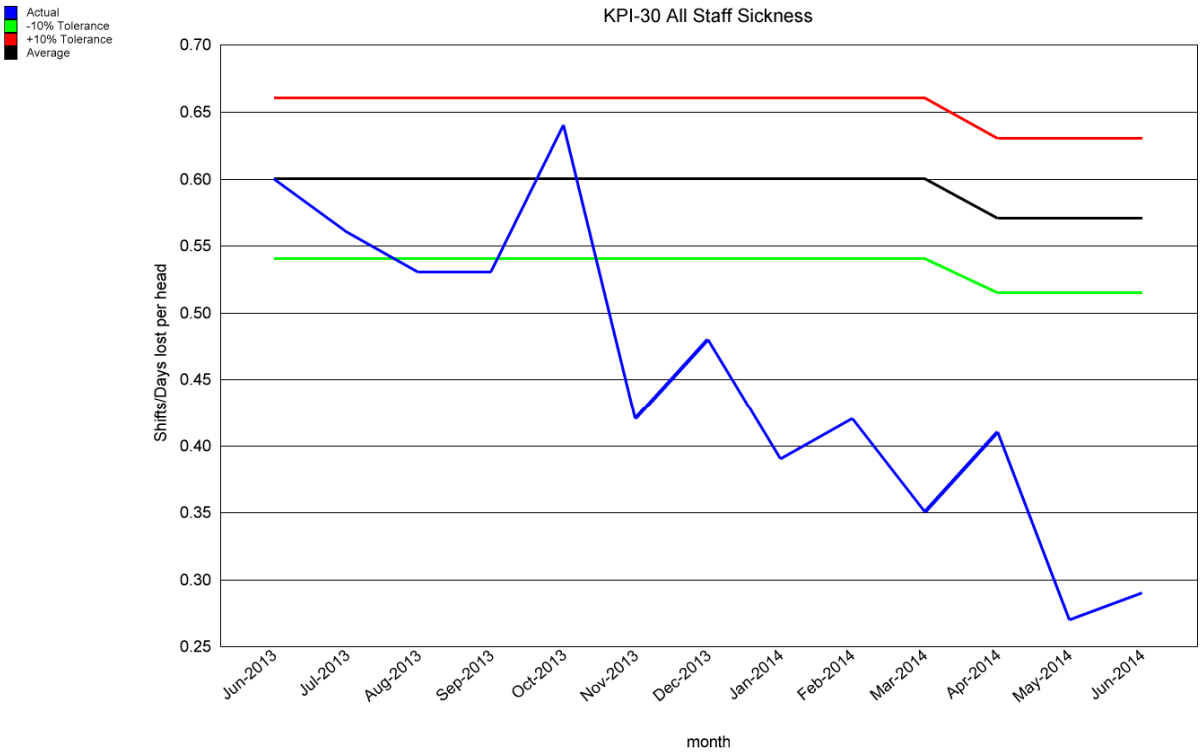
accidentally set off and also due to a reduction in damaged false alarm systems.

| Total False Alarms | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| Malicious False Alarms | 13 | 17 | 30.8% |
| False Alarm Good Intent | 196 | 202 | 3.1% |
| Automatic False Alarms | 511 | 553 | 8.2% |
| **Total False Alarms** | **720** | **772** | **7.2%** |

*(Table 7 – False Alarms Quarter 1 2013-14 and Quarter 1 2014-15)*

# 3. Absence Management

## 3.1.All Staff Sickness




*(Figure 8 – All Staff Sickness June 2013 to June 2014)*

**Summary** *Sickness levels for all staff have remained within tolerance levels on a monthly basis in Quarter 1 and has dropped from a peak in October 2013.*

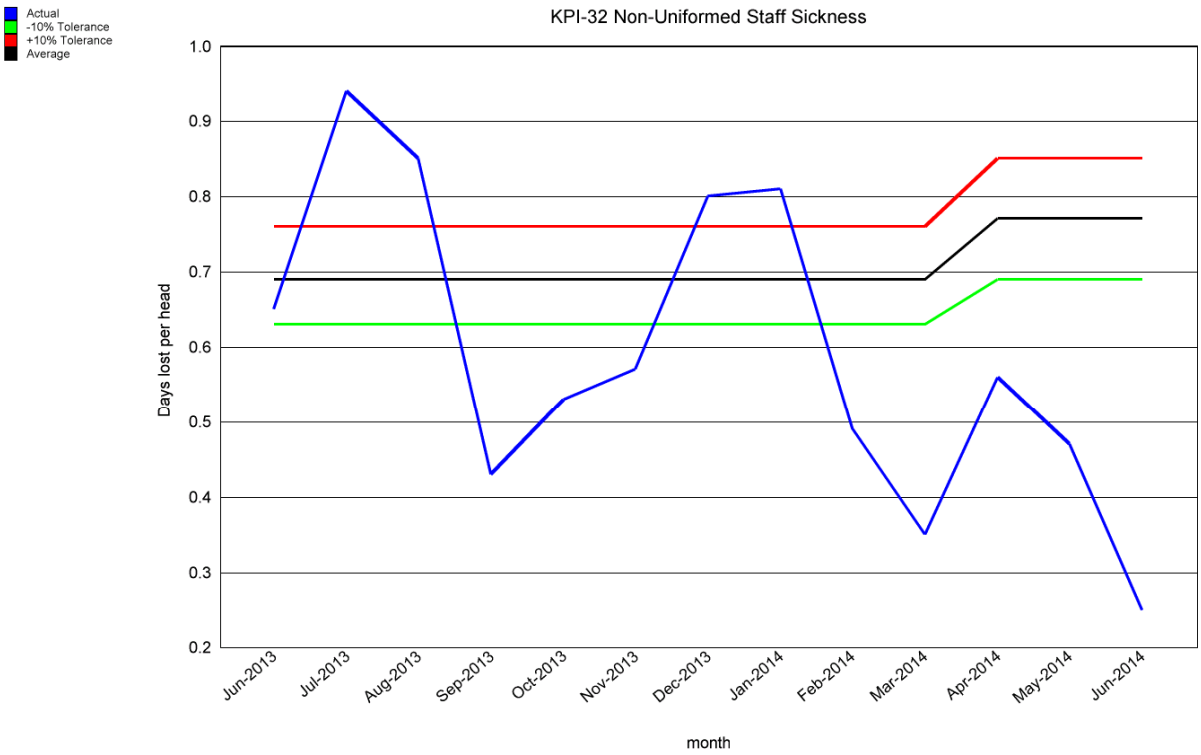
| | Short Term All Staff Sickness per head *(shifts/days lost)* | | Long Term All Staff Sickness per head *(shifts/days lost)* | | All Staff Sickness per head *(shifts/days lost)* | |
|---|---|---|---|---|---|---|
| April 14 | 0.24 | *(101)* | 0.17 | *(70.43)* | 0.41 | *(171.43)* |
| May 14 | 0.16 | *(65.46)* | 0.11 | *(46.74)* | 0.27 | *(112.2)* |
| June 14 | 0.14 | *(58)* | 0.15 | *(64.74)* | 0.29 | *(122.74)* |
| **Total** | **0.53** | ***(224.46)*** | **0.43** | ***(181.91)*** | **0.97** | ***(406.37)*** |

*(Table 8 – All Staff Sickness per month Q1 2014-15)*

- The largest monthly total of all staff sickness for Quarter 1 2014-15 was in April 2013 where 0.41 days/shifts per head were lost to sickness absence and 41.1% of all staff sickness in that month was due to long term staff sickness.

- Long term staff sickness rose slightly to 41.6% of total staff sickness in May and then increased as a monthly proportion of all staff sickness to 52% in June. At the end of the quarter, long term staff sickness represented 44.7% of all staff sickness for the whole quarter.

## 3.2.Non-Uniformed Staff Sickness




*(Figure 9 – Non-Uniform Staff Sickness June 2013 to June 2014)*

**Summary** *Non-Uniform sickness levels are within tolerance levels on a monthly basis in Quarter 1 2014-15 and has dropped since January 2014 when they were last out of tolerance.*

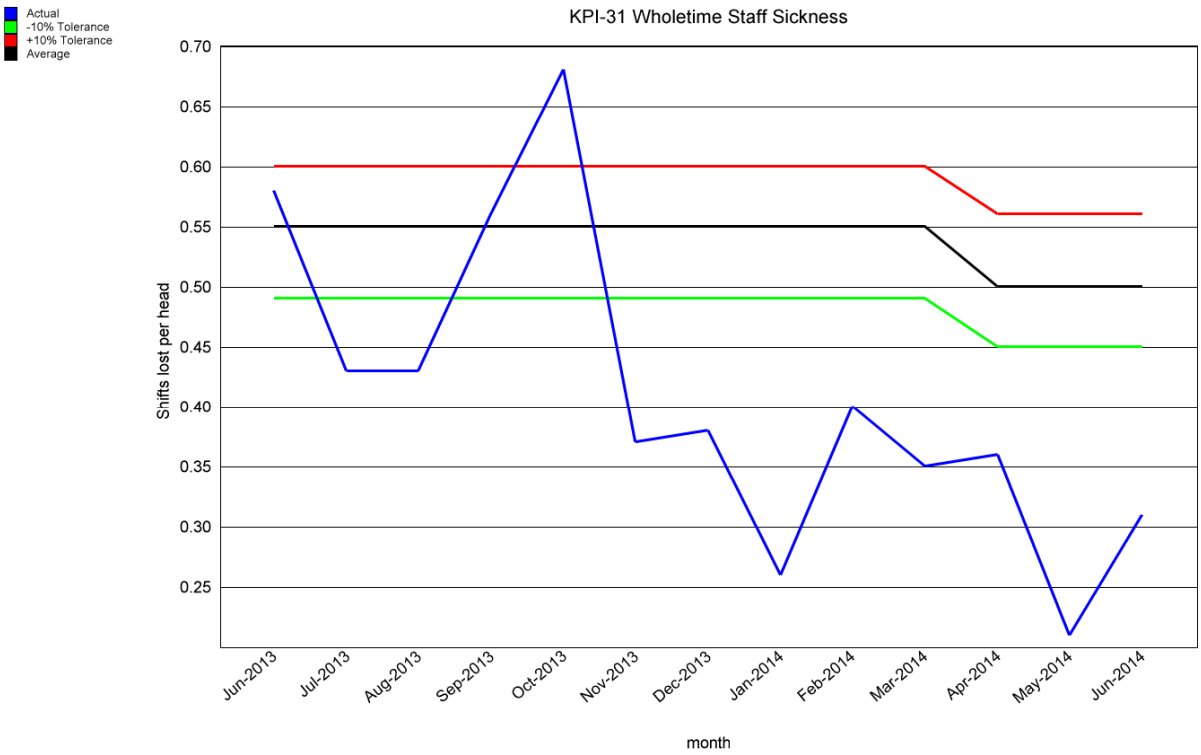
- The largest monthly total of all non-uniform staff sickness in Quarter 1 2014-15 was in April 2014 where 0.56 days per head were lost to sickness absence. 77.6% of the non-uniformed sickness in April was due to short term sickness (0.43 days per head).

- Non-uniformed staff sickness has reduced on a monthly basis since April and the June figure of 0.25 days lost to non-uniformed staff sickness was the lowest non-uniform sickness per head total since this data was first collected in April 2007. As a comparison, the largest monthly total was 1.7 days lost to non-uniform staff sickness in November 2007.

| | 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 14 | 0.43 | *(43)* | 0.13 | *(12.43)* | 0.56 | *(55.43)* |
| May 14 | 0.35 | *(34.46)* | 0.12 | *(11.74)* | 0.47 | *(46.2)* |
| June 14 | 0.13 | *(13)* | 0.12 | *(11.74)* | 0.25 | *(24.74)* |
| **Total** | **0.91** | ***(90.46)*** | **0.36** | ***(35.91)*** | **1.27** | ***(126.37)*** |

*(Table 9 – Non-Uniform Staff Sickness per month Q1 2014-15)*

## 3.3.Wholetime Staff Sickness




*(Figure 10 – Wholetime Staff Sickness June 2013 to June 2014)*

**Summary** *Wholetime sickness levels are within tolerance levels on a monthly basis in Quarter 1 2014-15 and has dropped since October 2013 when they were last out of tolerance.*

- The largest monthly total of wholetime staff sickness in Quarter 1 2014-15 was in April 2014 where 0.36 shifts per head were lost to sickness absence. 50.0% of wholetime staff sickness in this month was due to long term sickness (0.18 shifts per head) .

- The improved wholetime sickness figures are predominantly as a result in a reduction in the amount of long term wholetime staff sickness. The last time wholetime sickness was out of tolerance was in October 2013 when 123 shifts were lost to long term sickness or 0.38 shifts per head compared with 53 shifts or 0.17 shifts per head lost in June 2014.

| | **Wholetime Short Term Staff Sickness per head (shifts lost)** | | **Wholetime Long Term Staff Sickness per head (shifts lost)** | | **All Wholetime Sickness per head (shifts lost)** | |
|---|---|---|---|---|---|---|
| April 14 | 0.18 | *(58)* | 0.18 | *(58))* | 0.36 | *(116)* |
| May 14 | 0.10 | *(31)* | 0.11 | *(35)* | 0.21 | *(66)* |
| June 14 | 0.14 | *(45)* | 0.17 | *(53)* | 0.31 | *(98)* |
| **Total** | **0.42** | ***(134)*** | **0.45** | ***(146)*** | **1.27** | ***(280)*** |

*(Table 10 – Wholetime Sickness per month Q1 2014-15)*

- Short term sickness is no longer recorded for Bromsgrove from April 2014 due to the change to the day crewing plus shift system.

## 3.4.Comparative data

| Sickness Absence | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| Wholetime Staff Sickness | 1.58<br>*(523.5)* | 0.87<br>*(280.0)* | -44.9% |
| Non-Uniform Staff Sickness | 1.88<br>*(206.52)* | 1.27<br>*(126.37)* | -32.4% |
| **All Staff Sickness** | **1.66**<br>***(730.02)*** | **0.97**<br>***(406.37)*** | **-41.6%** |

*(Table 11 – All Staff Sickness Q1 2013-14 and Q1 2014-15)*

- There has been a decrease of 41.6% in Quarter 1 2014-15 in all staff sickness compared with the previous year. There have been similar percentage reductions in wholetime and non-uniformed staff sickness year on year. These are due to reductions in both long term and short term sickness. There has been a 40% decrease in the amount of long term sickness taken by all staff between Quarter 1 2013-14 and Quarter 1 2014-15 and a 47% decrease in the amount of short term sickness taken by all staff between Quarter 1 2013-14 and Quarter 1 2014-15.

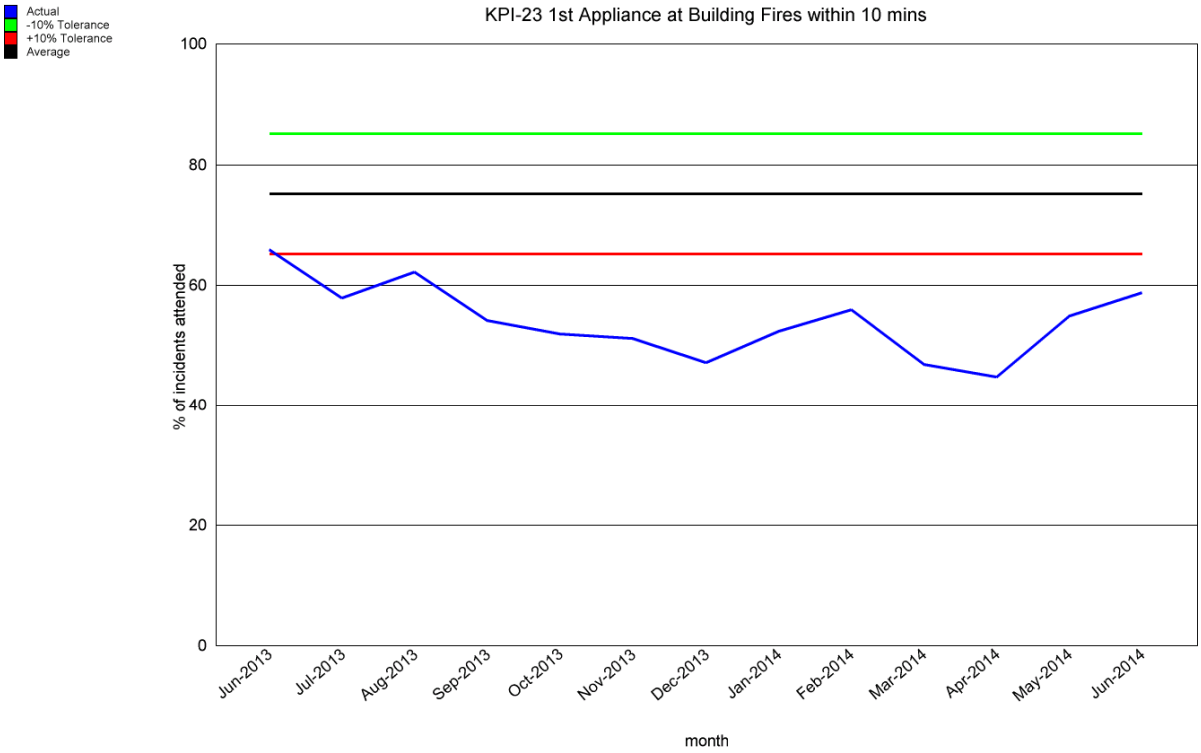
- A simple projection of the Quarter 1 2014-15 figures would result in an annual 3.88 days/shifts per head lost to all staff sickness. This would result in an improvement when compared with the figure of 5.42 shifts/days lost per head to all staff sickness in 2013-14 and also compares favourably with the reported annual sickness absence figures of 6.93 for Worcestershire County Council for 2013-14 and 11.1 for Herefordshire for 2013-14. Projections would also result in 3.48 shifts lost per person for wholetime staff and 5.08 days lost per person for non-uniform staff by the year end.

- Comparative Quarter 1 figures with other local Fire Services are not available at the time of preparing this report.

## 4. Key Performance Indicators Out of Tolerance

At the end of Quarter 1 2014-15, all key performance indicators (KPI) were within the 10% tolerance levels, except for the indicator regarding the first attendance by an appliance at Building fires within 10 minutes which forms part of the attendance standards set in the Service Integrated Risk Management Plan (IRMP) 2009-2012.

### 4.1. Attendance Standards – 1st Appliance at Fires in Buildings




*(Figure 11 – Percentage of 1st Appliance at Building Fires within 10 minutes – June 2013 to June 2014)*

**Summary** *The Service saw a reduction in the percentage of attendances at building fires that met the 10 minutes attendance standard compared with the same quarter last year. Travel distance accounted for 54.7% of these failures. 29.7% of the 64 incidents which did not meet the standard were attended in a time of between 10 and 11 minutes.*

| 1st Appliance attendance at Building Fires within 10 minutes | Q1 2013-14 | Q1 2014-15 |
|---|---|---|
| Building fires attended within 10 minutes | 90 | 71 |
| Total Number of Building fires attended | 155 | 135 |
| **% attended within 10 minutes** | **58.1%** | **52.6%** |

*(Table 13 –1st Appliance attendance Quarter 1 2013-14 & Quarter 1 2014-15)*

- There were less building fires attended within 10 minutes at the end of Quarter 1 2014-15 than at the end of same quarter in 2013-14. The average time taken to attend all building fires in Quarter 1 2014-15 was 10 minutes 14 seconds. 19 out of the 64 fires which were not attended within 10 minutes were attended within 11 minutes.

- 102 out of the 135 building fires or 75% of incidents were attended in time of 12 minutes 10 seconds or less, the remaining 25% or 33 incidents were attended in a time more than 12 minutes 10 seconds.

- It is has been well documented already that the Service launched a new Fire Control system in September 2012 which as a result of improved technology now records the time of call earlier than under the previous Fire Control system, and this has contributed to the overall apparent deterioration in performance in this standard post 2012-13.

- The impact of this can be seen in the following table which breaks down the overall attendance time in three separate components. It is important to note that the first component is over 2 minutes because the time of call is now set earlier.

| **1st Appliance attendance at Building Fires within 10 minutes average times** | **Q1 2014-15 (mm:ss)** |
|---|---|
| Time of Call till time appliance mobilised | 02:12 |
| Mobilised Time till Appliance Mobile | 02:11 |
| Mobile Time till to Appliance Arrive | 05:51 |
| **Time of Call to Arrival at Scene** | **10:14** |

*(Table 14 –1st Appliance attendance average times Q1 2014-15)*

- The attendance standard was developed prior to the introduction of new Fire Control system and there is not an exact match between a time recorded in the new system and the time used under the old system to record the time of call. The nearest time in the new system would be the "incident created" time which is after the time of call and is the time that the operator has found the address in the database, and now wants to look for the nearest appliance. Using the "incident created" date and time as the starting point would result in an improvement for Quarter 1 2014-15 from 52.6% to 69.6% with 94 out of the 135 building fires attended within 10 minutes. However it is to be noted that this is not an exact match with the old system and is therefore only an estimation.

- It also has to be noted that the many parts of the area covered by the Service are rural in nature and often supported by on-call or retained stations who may take up to six minutes to respond into and mobilise out of the fire station. Herefordshire as a county has a sparse population with the fourth lowest overall population density in England.

- 62 out of the 135 building fires were in North District and 51.6% of these were attended within 10 minutes. There were 43 building fires in South District and 58.1% of these were attended within 10 minutes. The remaining 30 building fires were in West District and 46.7% of these were attended within 10 minutes.

- The average time taken for a Wholetime pump to be first arrival was 9 minutes 23 seconds. The average time taken for a Retained pump to be first arrival was 12 minutes 32 seconds and the average time taken for a Day Crewed pump to be first arrival was 10 minutes 24 seconds.

| 1st Attendance at Building Fires | Building fires attended within 10 minutes | Total Number of Building fires attended | Percentage attended within 10 minutes |
|---|---|---|---|
| Wholetime | 56 | 88 | 63.6% |
| Retained | 10 | 31 | 32.3% |
| Day Crewed | 5 | 15 | 33.3% |
| Over the Border | 0 | 1 | 0.0% |
| **All** | **71** | **135** | **52.6%** |

*(Table 15 –1st Appliance attendance by pump type 2013-14)*

- The table below illustrates breakdown of reasons giving by the officer in charge at the incident for the all 64 incidents where the standard was not met in Quarter 1 2014-15. Travel distance accounted for over 45% of the failures.

| | | | |
|---|---|---|---|
| Travel distance to the incident | 35 | Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only) | 2 |
| Turn in time (Retained and Day Crew only) | 11 | Control intervention i.e. 1st pump re-directed | 1 |
| Mobilised from other location (not on home station) | 4 | Incident outside Station turnout area | 1 |
| Appliance not booked in attendance | 3 | Mobilising Error | 1 |
| Difficulty in locating incident address | 2 | Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile | 1 |
| Incorrect or insufficient information passed to control on initial call | 2 | Simultaneous Incident | 1 |
| | | Total | 64 |

*(Table 16 – Fire in Buildings –1st appliance standards not met Q1 2014-15)*

- This standard is merely a measurement and considering that no fire engines, fire stations or response models have changed in HWFRS for many years, it must be appreciated that the crews endeavour to respond as promptly as possible to all emergencies. However many other factors can influence this target, such as improved call challenge and information gathering in Fire Control, changing societal issues, such as less incidents in built up areas and more incidents proportionally outside of towns and cities or in rural areas or weather and road conditions, all of which may increase the average times taken to attend incidents across both Counties.

- Dedicated staff in our rural areas seek out referrals for home fire safety checks and work with partnerships to increase prevention in hard to reach areas. The Service has established links with young farmers and other rural community groups to further fire safety messages.

## 5. Retained Availability

**Summary** *There has been an increase in availability of 2.9% of all Retained Appliances across the Service when compared with the situation at the end of Quarter 1 2013-14.*

| Retained Availability | Q1 2013-14 | Q1 2014-15 | Percentage change |
|---|---|---|---|
| April | 90.8% | 93.5% | 2.7% |
| May | 89.4% | 91.2% | 1.8% |
| June | 87.4% | 91.6% | 4.2% |
| **Total** | **89.2%** | **92.1%** | **2.9%** |

*(Table 17 – Retained availability by month –Q1 2013-14 & Q1 2014-15)*

- Retained availability has increased in every month in Quarter 1 2014-15 compared with the same month in the previous quarter. The highest monthly availability in Quarter 1 was in April where retained pumps were available 93.5% of the time.

| Reasons for Appliances being off the run Quarter 1 2013-14 for all stations | % of time Appliances unavailable |
|---|---|
| Did not meet minimum crewing requirement | 7.3% |
| No BA wearers | 5.4% |
| No Officer in Charge | 5.1% |
| No driver | 2.7% |
| **Total impact on pump availability** | **8.0%** |

*(Table 18 – Retained availability by factor –Quarter 1 2014-15)*

- 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.

- All 27 stations also have at least one retained appliance making up the total of 33 of the 43 appliances. The Service operates daily where appliances regardless of crewing will not be available for periods of time, such as when committed to an incident, training, lack of staffing or vehicle failure. Strategic cover is maintained by fire control during these periods and cover moves (of people or fire engines) are often made daily to balance cover across both counties.Small periods of deficient availability are where possible backfilled subject to strategic levels of cover.

| Appliance/Station | Q1 Availability 2013-14 | Q1 Availability 2014-15 | Better/ Worse |
|---|---|---|---|
| 213 Worcester | 98.7% | 99.0% | 0.3% |
| 221 Stourport | 82.8% | 99.7% | 16.9% |
| 231 Bewdley | 97.7% | 87.8% | -9.9% |
| 241 Kidderminster | 99.1% | 99.2% | 0.1% |
| 251 Bromsgrove | 87.9% | 95.4% | 7.5% |
| 261 Droitwich | 79.8% | 90.9% | 11.1% |
| 271 Redditch | 99.9% | 97.7% | -2.2% |
| 273 Redditch | 74.5% | 80.1% | 5.6% |
| 281 Evesham | 91.6% | 93.1% | 1.5% |
| 291 Pebworth | 84.8% | 90.4% | 5.6% |
| 302 Broadway | 87.2% | 87.5% | 0.3% |
| 311 Pershore | 92.5% | 94.9% | 2.4% |
| 322 Upton | 95.9% | 98.9% | 3.0% |
| 411 Malvern | 99.8% | 99.1% | -0.7% |
| 421 Ledbury | 66.8% | 61.0% | -5.8% |
| 422 Ledbury | 99.6% | 99.0% | -0.6% |
| 431 Fownhope | 97.8% | 93.9% | -3.9% |
| 441 Ross on Wye | 86.8% | 91.9% | 5.1% |
| 442 Ross on Wye | 100.0% | 100.0% | 0.0% |
| 452 Whitchurch | 75.0% | 87.6% | 12.6% |
| 463 Hereford | 96.6% | 95.2% | -1.4% |
| 472 Ewyas Harold | 84.2% | 82.7% | -1.5% |
| 481 Eardisley | 98.4% | 97.8% | -0.6% |
| 492 Kington | 99.1% | 98.1% | -1.0% |
| 502 Leintwardine | 94.4% | 96.3% | 1.9% |
| 511 Kingsland | 100.0% | 99.8% | -0.2% |
| 521 Leominster | 74.8% | 77.2% | 2.4% |
| 522 Leominster | 100.0% | 100.0% | 0.0% |
| 531 Tenbury | 41.6% | 73.8% | 32.2% |
| 532 Tenbury | 99.3% | 98.9% | -0.4% |
| 541 Bromyard | 70.0% | 87.2% | 17.2% |
| 542 Bromyard | 98.2% | 100.0% | 1.8% |
| 552 Peterchurch | 88.6% | 82.6% | -6.0% |
| **Total** | **89.2%** | **92.1%** | **2.9%** |

*(Table 19 –% of Retained availability by Station, comparing Q1 2014-15 with Q1 2013-14*)

- 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:

    - Ledbury 421 which was available 61.0% of the time in Quarter 1 2014-15 and has reduced by 5.8% on Quarter 1 2013-14 availability. The low availability of 421 was mainly due to the lack of a sufficiently qualified manager and suitably qualified BA wearers during Quarter 1 2014-15. The Rescue pump at Ledbury (422) was still available 99.0% of the time in Quarter 1 2014-15.

    - Similarly, Tenbury 531 which was available 73.8% of the time Quarter 1 2014-15 but which had increased by 32.2% from the Quarter 1 2013-14 availability of only 41.6%. The lack of availability in Quarter 1 2013-14 had been due to specific circumstances where six crew members from Tenbury resigned or retired which affected crewing at that time. The Rescue pump at Tenbury (532) was available 98.9% of the time in Quarter 1 2014-15.

    - Leominster 521 was available 77.2% in Quarter 1 2014-15 but had increased by 2.4% compared with Quarter 1 2013-14 availability. The low availability in Quarter 1 2014-15 was mainly due to the lack of sufficient crew and suitably qualified BA wearers.

- In addition to Tenbury 531, two other pumps have shown significant improvement between Quarter 1 2013-14 and Quarter 1 2014-15:

    - Bromyard 541 which was up 17.2% in Quarter 1 2014-15 when compared with Quarter 1 2013-14 availability.

    - Stourport 251 which was up 16.9% in Quarter 1 2014-15 when compared with Quarter 1 2013-14 availability.

- The Rescue pumps at Ross 442, Leominster 522 and Bromyard 542 all had 100% retained availability throughout Quarter 1 2014-15.