Appendix 1

<u>**Fire Authority 2020-21 Performance Report: Quarter 1**</u>

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 Quarter 1 (01/04/20 – 30/06/20). It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and first on-call (retained) 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 Quarter 1 2020-21 (01/04/20 – 30/06/20) was 1,791 as shown in Figure 1, and comprises of 560 Fires, 399 Special Services and 832 False Alarms. The total number of incidents in Quarter 1 is near the 3 year mean and below the upper tolerance level of the 3 year average +10%.

Q1 2020-21 summary of incidents
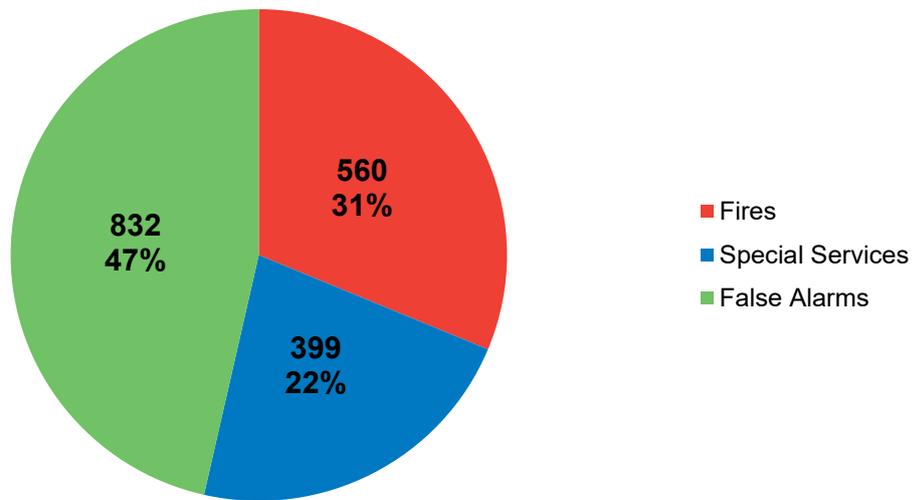
All Incidents

Figure 1 – Total Incidents per month: from Jun 2019 to Jun 2020

Table 1 – Total Incidents

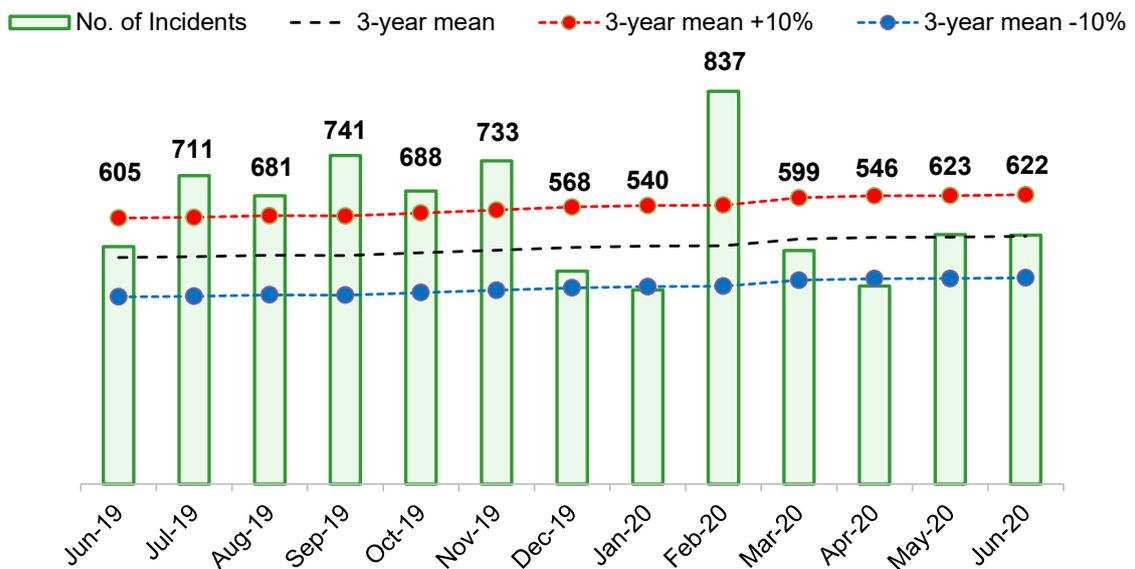| Total Incidents	Q1 2019-20	Q1 2020-21	Change	
Fires	463	560	**+97**	**+20.95%**
Special Services	564	399	**-165**	**-29.26%**
False Alarms	776	832	**+56**	**+7.22%**
Total	**1803**	**1791**	**-12**	**-0.67%**

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

a)   There were 560 Fires in Quarter 1 2020-21. This is an increase of 97 incidents in comparison to Quarter 1 2019-20. Further information can be found in Section 3.

b)   There were 399 Special Service incidents in Quarter 1 2020-21. This is a decrease of 165 incidents in comparison to Quarter 1 2019-20. Further information can be found in Section 4.

c)   There were 832 False Alarms in Quarter 1 2020-21. This is an increase of 56 incidents in comparison to Quarter 1 2019-20. Further information can be found in Section 5.

Figure 2 – All Incidents in Quarter 1: from Q1 2016-17 to Q1 2020-21
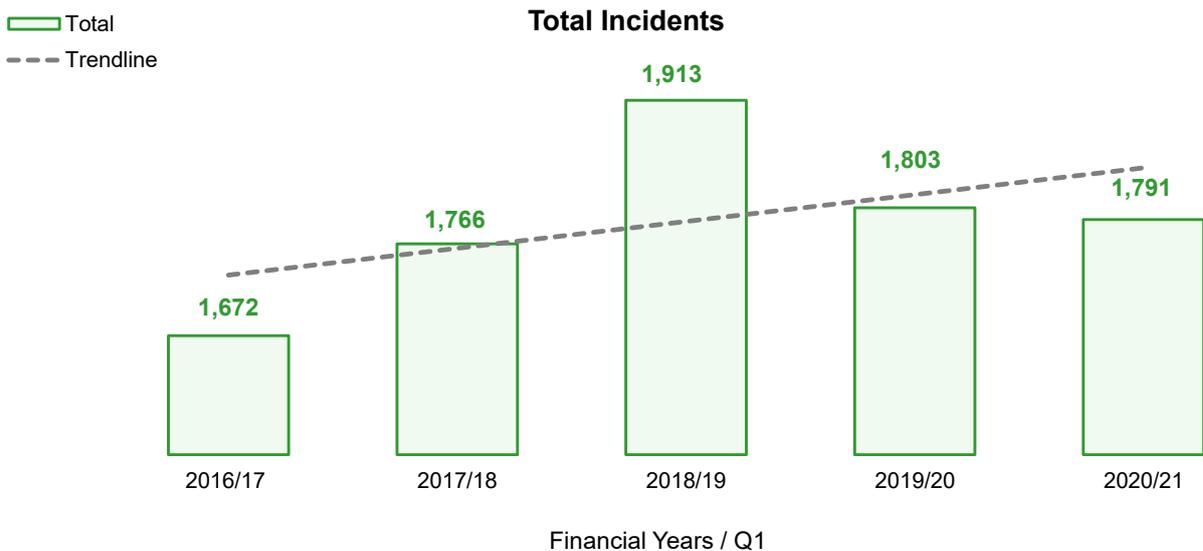
While the overall number of incidents for Quarter 1 2020-21 has remained similar to Quarter 1 2019-20, the distribution of incidents has changed. Compared to the previous year, there has been a 20.95% increase in Fire incidents and a 7.22% increase in False Alarms. Special Service incidents have seen the biggest change with a decrease of 165 incidents (-29.26%).

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 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 2020-21

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromsgrove	North District	53	34	50	137
Droitwich Spa	North District	30	15	46	91
Redditch	North District	85	48	93	226
Tenbury	North District	1	6	6	13
Wyre Forest	North District	101	45	152	298
Broadway	South District	0	2	8	10
Evesham	South District	36	25	54	115
Malvern	South District	27	21	53	101
Pebworth	South District	7	2	6	15
Pershore	South District	19	10	20	49
Upton upon Severn	South District	10	5	2	17
Worcester	South District	78	65	153	296
Bromyard	West District	7	10	6	23
Eardisley	West District	0	3	2	5
Ewyas Harold	West District	3	1	6	10
Fownhope	West District	3	3	1	7
Hereford	West District	46	60	108	214
Kingsland	West District	6	3	3	12
Kington	West District	3	2	2	7
Ledbury	West District	9	2	8	19
Leintwardine	West District	3	2	2	7
Leominster	West District	9	14	27	50
Peterchurch	West District	4	5	3	12
Ross-on-Wye	West District	14	11	16	41
Whitchurch	West District	6	5	5	16
Total		**560**	**399**	**832**	**1791**
		31.27%	**22.28%**	**46.45%**	**100.00%**

Where the difference between the numbers of incidents located in the station ground area has increased by more than 10 incidents when compared to Quarter 1 2019-20, the cell is filled green. Where the number of incidents has decreased by more than 10 the cell is filled red.

a) The majority of the decrease in Special Service incidents can be found in the station grounds located in the North District, along with the biggest increase in Fires.

b) Hereford saw the biggest increase of total incidents with 40 more than last year, 87.50% of these were False Alarms. Worcester had the biggest decrease with minus 60 incidents, 80% of these were Special Service incidents.

c) Although Bromsgrove is fourth after Worcester for the biggest decrease in total incidents, the station ground also had the highest increase in Fire incidents with 24 more than last year. This was followed by Redditch with an increase of 14 Fire incidents.

d) Wyre Forest had the biggest increase of False Alarms with 43 more incidents than last year, followed by Hereford with 35 more.

2.3. Over the border incidents attended by HWFRS

The total number of over the border incidents attended in Q1 2020-21 was 13, as shown in Figure 3. This is an increase of 5 incidents compared with Q1 2019-20 as shown in Table 3.

The 13 incidents comprised of 6 Fires, 4 Special Services and 3 False Alarms. No over the border incidents were attended in Staffordshire or West Midlands.

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

Station attended	Total	South Wales	Shropshire	Warwickshire	Gloucestershire	Mid & West Wales
Evesham	1	0	0	0	1	0
Ewyas Harold	2	2	0	0	0	0
Kington	1	0	0	0	0	1
Ledbury*	1	0	1	0	0	0
Pershore	1	0	0	0	1	0
Redditch	3	0	0	3	0	0
Ross-on-Wye	2	0	0	0	2	0
Tenbury	2	0	2	0	0	0
Total	**13**	**2**	**3**	**3**	**4**	**1**

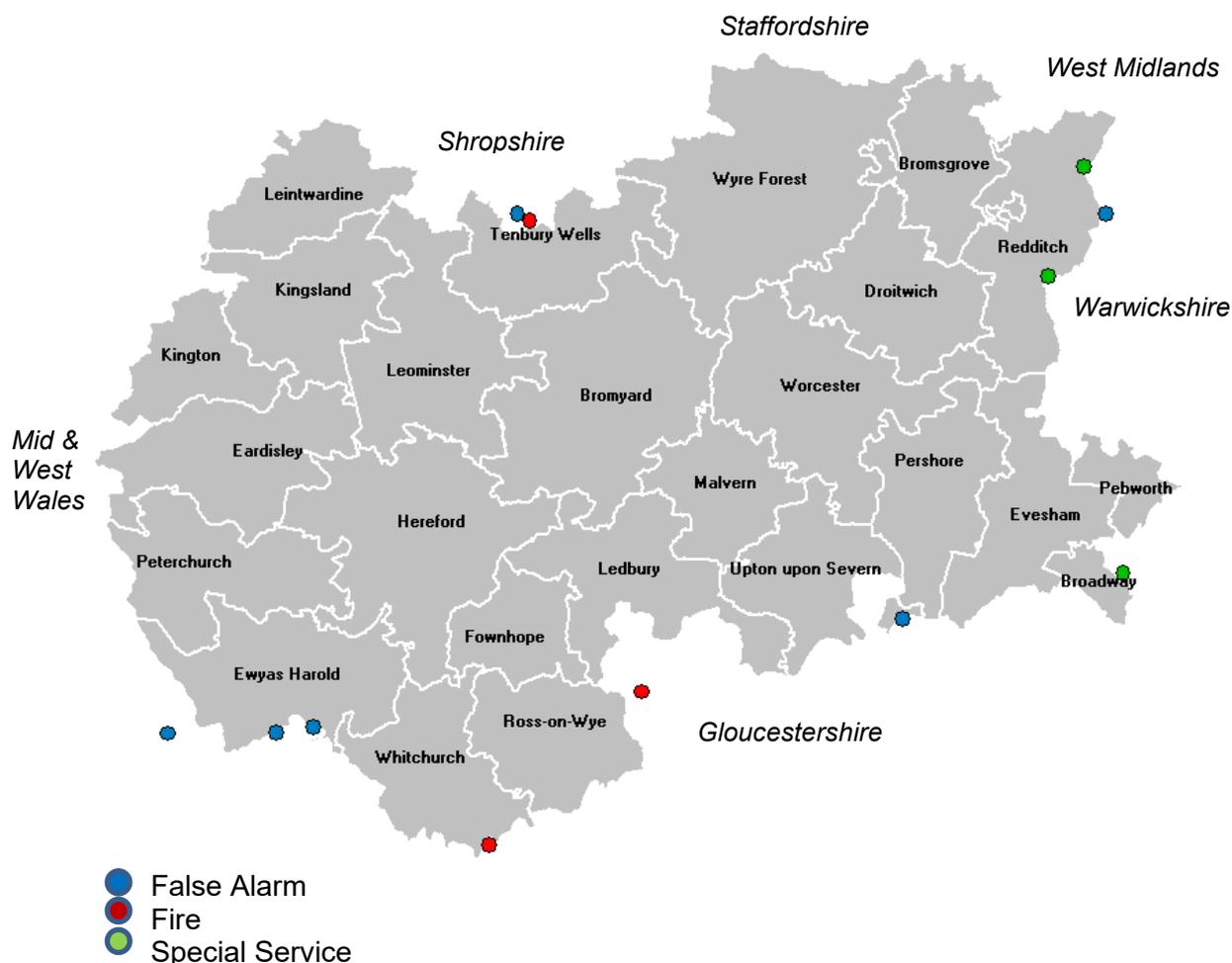
Figure 3 – Location of over the border incidents attended by HWFRS*

Ledbury incident not shown on this map as it was located outside of the map boundary.

2.4. Key performance indicators

a) The total number of incidents in Quarter 1 2020-21 is near the 3 year average and below the upper tolerance level of the 3 year average +10%. (Section 2)

b) The total number of Fire incidents was above the 3 year average +10% in May 2020 with Secondary Fires causing the biggest rise in total fires when compared to Q1 2019-20. (Section 3)

c) The total number of Primary Fires was above the 3 year average in May 2020 with the biggest growth occurring with Outdoor Fires, though there was also the biggest decline in Vehicle & Transport Fires when compared to Q1 2019-20. (Section 3.3)

d) There was a 38.46% increase in Primary Fire casualties in Q1 2020-21, with 18 casualties compared to 13 in Q1 2019-20. (Section 3.3)

e) The number of Secondary Fires was above the 3 year average +10% for the whole of Quarter 1, with the biggest growth in Grassland, Woodland and Crop fires. (Section 3.4)

f) The number of Chimney Fires declined by 36.84% when compared to Q1 2019-20. (Section 3.5)

g) The total number of Special Service incidents was below the 3 year average -10%, with the biggest decline of 59.76% seen in the number of Road Traffic Collision (RTC) incidents when compared to Q1 2019-20. (Section 4)

h) The number of RTC casualties in Q1 2020-21 declined by 73.00%, with 27 casualties compared to 100 in Q1 2019-20. (Section 4.3)

i) The total number of False Alarms remained near the 3 year average, with the biggest growth seen in Good Intent False Alarms. (Section 5)

j) The overall attendance standard for Primary Building Fires saw an average improvement by 39 seconds when compared with Q1 2019-20. (Section 6)

k) The first On-Call (retained) appliance availability for Q1 2020-21 was on average 94.99%. (Section 7)

l) All staff sickness has improved from 3.03 days lost per head in Q1 2019-20 to 0.85 in Q1 2020-21. (Section 8.1)

m) All Wholetime staff sickness has improved from 2.38 days lost per head in Q1 2019-20 to 1.11in Q1 2020-21. (Section 8.2)

n) All Non-Uniformed staff sickness has improved from 4.47 days lost per head in Q1 2019-20 to 1.42 in Q1 2020-21. (Section 8.3)

o) All Fire Control staff sickness has improved from 3.43 days lost per head in Q1 2019-20 to 0.82 in Q1 2020-21. (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 require 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 a Safe and Well Check. Due to the hot spells of weather encountered, seasonal advice was offered, in particular water safety, bonfire safety and cooking safely outdoor. Advice was also given to businesses to assist them during the pandemic.

2.6. Weather

a) April 2020 had a record high temperature of 24° C with an average rainfall of 4.2cm.
b) May 2020 had a record high temperature of 26° C with an average rainfall of 4.03cm
c) June 2020 had the highest record temperature in Quarter 1 2020-21 with 29° C; June also had the highest average rainfall with 4.5cm.
d) No other notable weather events have taken place during Quarter 1 2020-21.

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 has increased by 20.95% (97 incidents) in Q1 2020-21 compared with the same period in 2019-20 (Table 4). The overall number of fire incidents usually follows a seasonal trend, increasing in the warmer, summer months and decreasing during the winter; this can be seen in Figure 4.

Table 4 – Total Fires

Total Fires	Q1 2019-20	Q1 2020-21	Change	
Primary Fires	245	246	+1	+0.41%
Secondary Fires	199	302	+103	+51.76%
Chimney Fires	19	12	-7	-36.84%
Total	**463**	**560**	**+97**	**+20.95%**

a) There were a total of 246 Primary Fires in Quarter 1 2020-21. This is an increase of 1 incident in comparison to Quarter 1 2019-20.

b) There were a total of 302 Secondary Fires in Quarter 1 2020-21. This is an increase of 103 incidents in comparison to Quarter 1 2019-20.

c) There were a total of 12 Chimney Fires in Quarter 1 2020-21. This is a decrease of 7 incidents in comparison to Quarter 1 2019-20.

Primary Fires and Chimney Fires have remained within an acceptable margin of change when compared to last year. The overall 97 incident increase in the total number of fire incidents can be mainly accounted for by the 51.76% increase in Secondary Fires. This is discussed further in section 3.4.

Figure 5 shows the 5-year trend line for the total number of fires recorded in each Q1 between 2016-17 and 2019-20. Over the 5 year period, the number of Fire incidents has fluctuated around an average of 542 incidents, with the lowest number in 2019-20 and the highest in 2017-18.
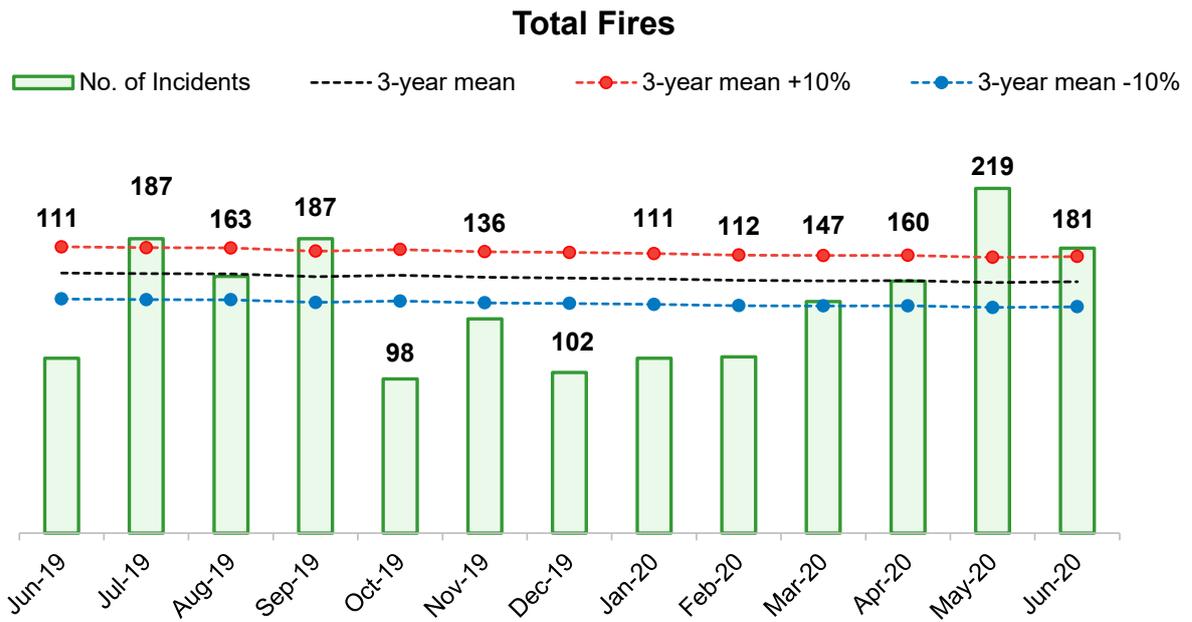
Total Fires

Figure 4 – Total Fires per month: from June 2019 to June 2020
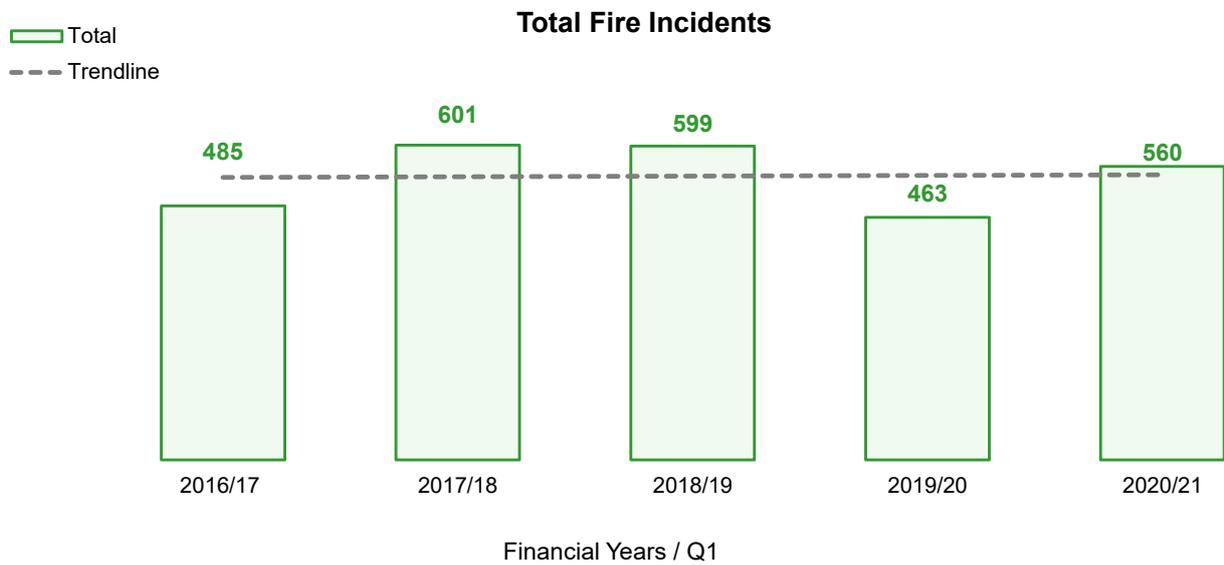
Total Fire Incidents

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

3.3. Primary fires

The number of Primary Fires in Q1 2020-21 has remained consistent when compared to Q1 2019-20, only increasing by 1 incident (Table 5, Figure 6), with just over a third of all Primary Fires occurring in May 2020.

Figure 7 shows the 5-year trend line for the total number of Primary Fires recorded in each Q1 between 2016-17 and 2020-21. The number of Primary Fires has remained low for the second year in a row, 47 incidents fewer than the highest number in 2018-19.

Table 5 – Primary Fires

Primary Fires	Q1 2019-20	Q1 2020-21	Change	
Building Fires	143	149	**+6**	**+4.20%**
Outdoor Fires	27	65	**+38**	**+140.74%**
Vehicle & Transport Fires	75	32	**-43**	**-57.33%**
Total	**245**	**246**	**+1**	**0.41%**

a) There were 149 Primary Building Fires in Quarter 1 2020-21. This is an increase of 6 incidents in comparison to Quarter 1 2019-20.

b) There were 65 Primary Outdoor Fires in Quarter 1 2020-21. This is an increase of 38 incidents in comparison to Quarter 1 2019-20.

c) There were 32 Primary Vehicle & Transport Fires in Quarter 1 2020-21. This is a decrease of 43 incidents in comparison to Quarter 1 2019-20.

While the total number of Primary Fires in Q1 2020-21 has remained consistent when compared to Q1 2019-20, the largest change within the category has been Vehicle and Transport Fires, which have decreased by 43 incidents when compared to Q1 2019-20, and Outdoor Fires have increased by 38 incidents, more than double the number in Q1 2019-20.

The Wyre Forest station ground area had the largest percentage of all Primary Fires (19.51%), and had an increased attendance of 15 additional incidents when compared to Quarter 1 2019-20. The main cause accounting for 18.75% of the total Primary Fires located in the Wyre Forest area was 'Heat source and combustibles brought together deliberately'. Wyre Forest station ground also had the highest number of Outdoor Fires, with 26.32% of these caused deliberately.

The decrease in the number of Vehicle & Transport Fires is mainly found in the urban areas of Hereford, Worcester, Evesham and Redditch. The biggest decrease was in the Redditch station ground area, with 10 fewer incidents than in Quarter 1 2019-20. Although Redditch had the biggest decrease in Transport & Vehicle Fires, it also had the highest proportion of all Primary Building Fires at 18.12%. The main cause for 25.93% of the Primary Building Fires in Redditch was 'Heat source and combustibles brought together deliberately'.

During Quarter 1 2020-21, many people across England were subject to a lockdown by the government following the Covid-19 coronavirus outbreak. This could be one 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 and Building Fires in the Wyre Forest and Redditch station areas.

The most common fire start location of the total Primary Building Fires for Quarter 1 2020-21 was in the Kitchen, where the most common cause of fire was either a cooking appliance or an electricity supply. Nearly half of all Primary Building Fires resulted in a Fire damage area of less than 5sq.m. and there were no Primary Fire fatalities. The Service continues to improve response times to Primary Building Fires, and further information can be found in Section 6.2 of this report.

Primary Fires

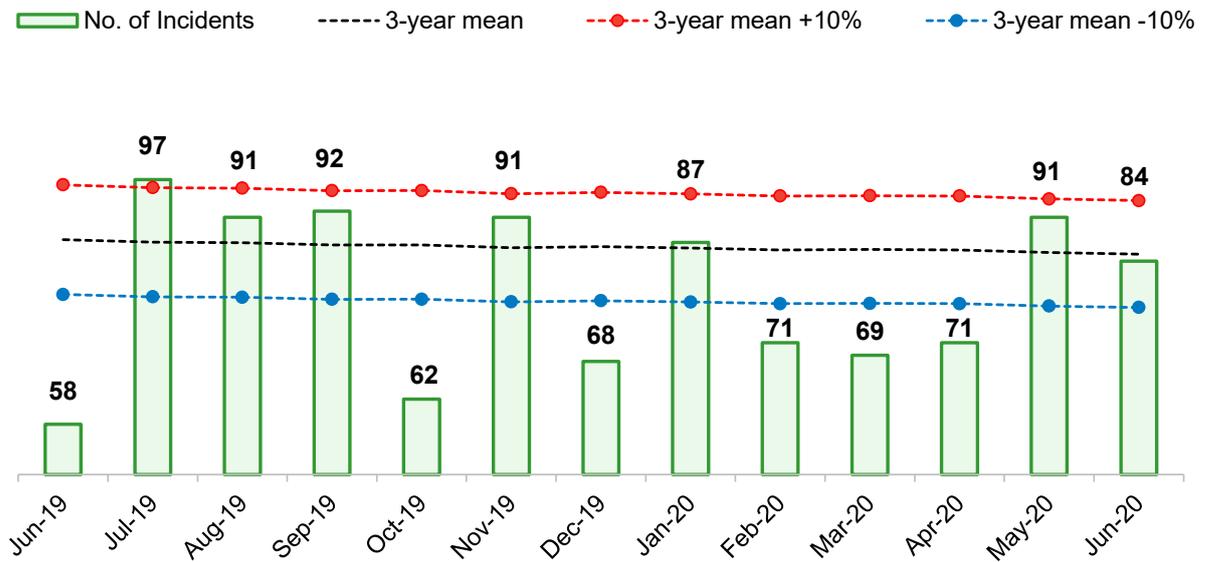Legend: No. of Incidents | 3-year mean | 3-year mean +10% | 3-year mean -10%

Figure 6 – Primary Fires per month: from June 2019 to June 2020

Primary Fire Incidents

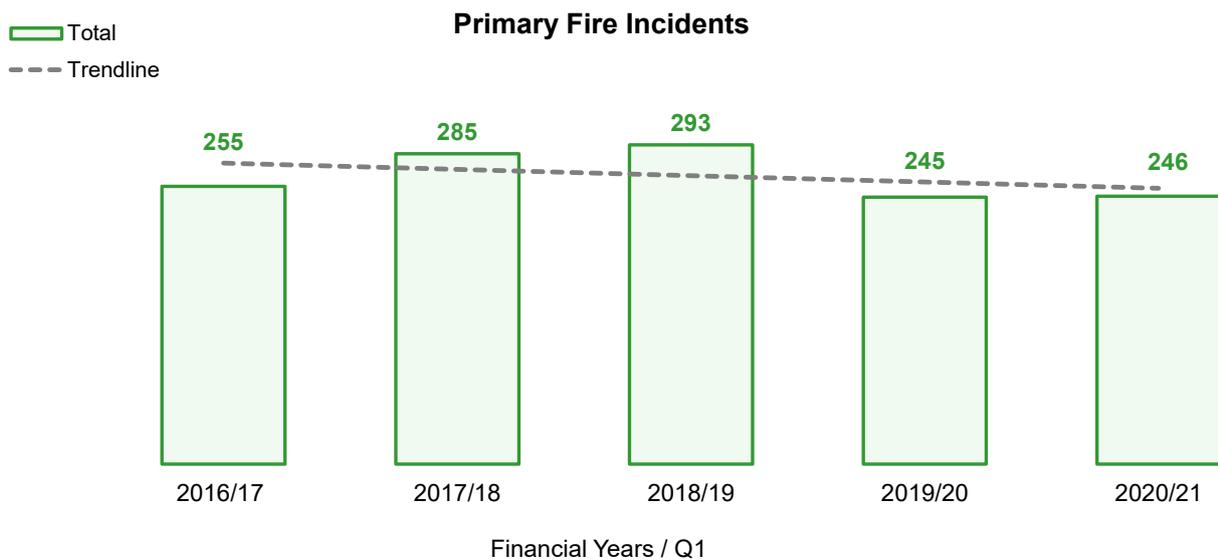Legend: Total | Trendline

Financial Years / Q1

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

Table 6 – Primary Fires casualties

Primary Fires Casualty*: severity	Q1 2019-20		Q1 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	1	1	0	0	-100.00%	-100.00%
Victim went to hospital, injuries appear to be Serious	3	3	1	2	-66.67%	-33.33%
Victim went to hospital, injuries appear to be Slight	3	3	6	7	+100.00%	+133.33%
First aid given at scene	6	6	8	9	+33.33%	+50.00%
Total	**13**	**13**	**15**	**18**	**+15.38%**	**+38.46%**

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).

Although the number of Primary Fires for Quarter 1 2020-21 only increased by 1 incident when compared to Quarter 1 2019-20, the total number of casualties increased by 38.46%. This is mitigated as the rise in casualties was primarily in the lower severity categories of injury such as 'Victim went to hospital, injuries appear to be Slight' and 'First aid given at scene'. There were no fatalities for Quarter 1 2020-21 and the number of serious injuries decreased by 33.33%, and overall casualty figures remain low.
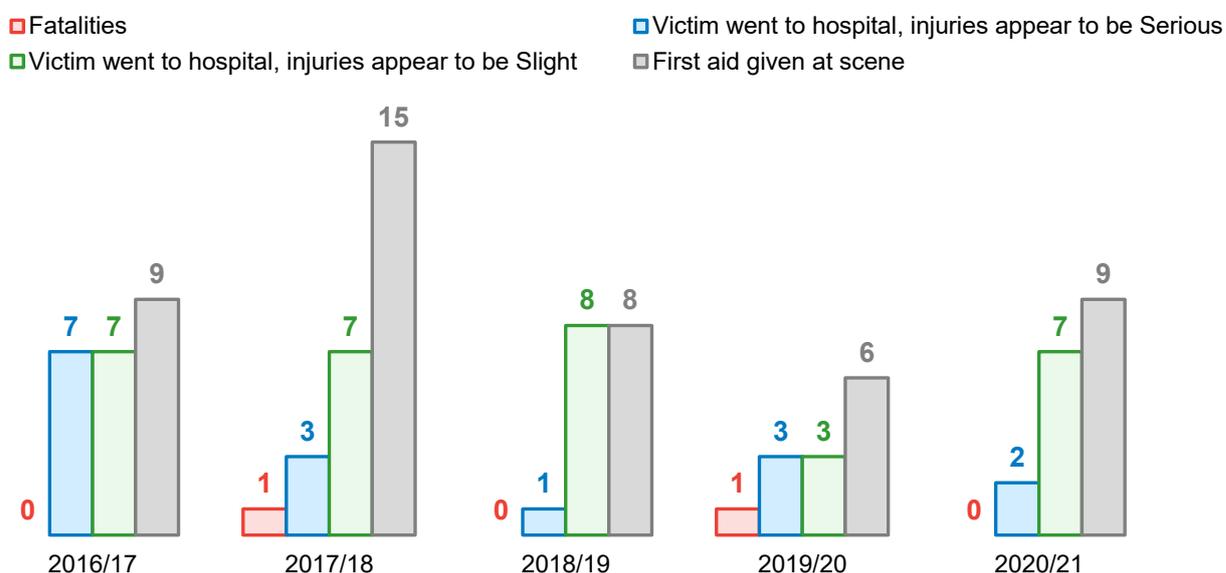
Primary Fire Injuries and Fatalities

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

3.4. Secondary fires

The number of Secondary Fires in Q1 2020-21 increased by 51.76% when compared to Q1 2019-20 (Table 7, Figure 9) with nearly half of all Secondary Fires occurring in May 2020.

Figure 10 shows the 5-year trend line for the total number of Secondary Fires recorded in each Q1 between 2016-17 and 2020-21. The 302 Secondary Fires is the highest number seen in the previous five year period though only 4 incidents more than Q1 2017-18.

Table 7 – Secondary Fires

Secondary Fires	Q1 2019-20	Q1 2020-21	Change	
Grassland, Woodland and Crop	82	153	**+71**	**+86.59%**
Other Outdoors (including land)	57	85	**+28**	**+49.12%**
Outdoor Structures	43	47	**+4**	**+9.30%**
Building & Transport	15	11	**-4**	**-26.67%**
Outdoor Equipment & Machinery	2	6	**+4**	**+200.00%**
Total	**199**	**302**	**+103**	**+51.76%**

a)   More than half of all Secondary Fires for Q1 2020-21 were 'Grassland, Woodland and Crop' fires, and they increased by 71 incidents when compared to Q1 2019-20.

b)   The second largest proportion of Secondary Fires for Q1 2020-21 were Other Outdoors (including land) fires with 28.15% of the total, increasing by 28 incidents when compared to Q1 2019-20.

c)   The only decrease in the number of Secondary Fires for Q1 2020-21was for Building & Transport fires with 4 fewer incidents when compared to Q1 2019-20.

More than one in three (38.41%) of all Secondary Fires were caused deliberately and 61.59% were accidental or unknown. The main cause for nearly a third of all Secondary Fires was 'Loose refuse (incl in garden)' and' Private/Domestic garden/allotment (vegetation not equipment/building)'. These causes for Secondary Fires may be related to the Covid-19 lockdown during Q1 2020-21. As more people were at home for longer periods of time, paired with the good weather seen in Herefordshire and Worcestershire (Section 2.6), more people were able to tend to their gardens and allotments.

The highest number of Secondary Fires was located in Wyre Forest with 17.22% of the total, and 63.46% of all Secondary Fires in Wyre Forest were Grassland, Woodland and Crop fires. Most Outdoor Structures fires were located in Redditch; none of these fires were recorded as deliberate. In contrast, most Other Outdoors (including land) fires were also located in Redditch, where 71.43% were caused deliberately.

Over half of all Secondary Fires had an estimated fire damage of up to 5sq.m. reflecting the Service's effective response to incidents. However, one incident located in Peterchurch, which occurred in May 2020, had an estimated fire damage of over 10,000sq.m. of Heathland/Moorland and took over two hours to extinguish.
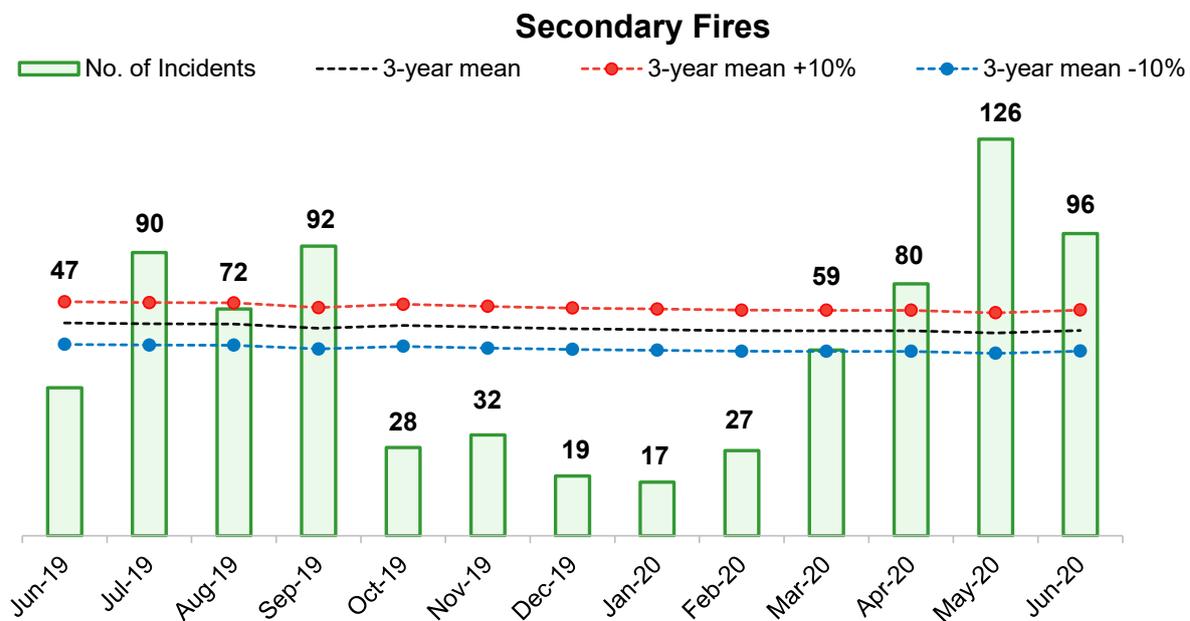
Secondary Fires

Figure 9 – Secondary Fires per month: from June 2019 to June 2020
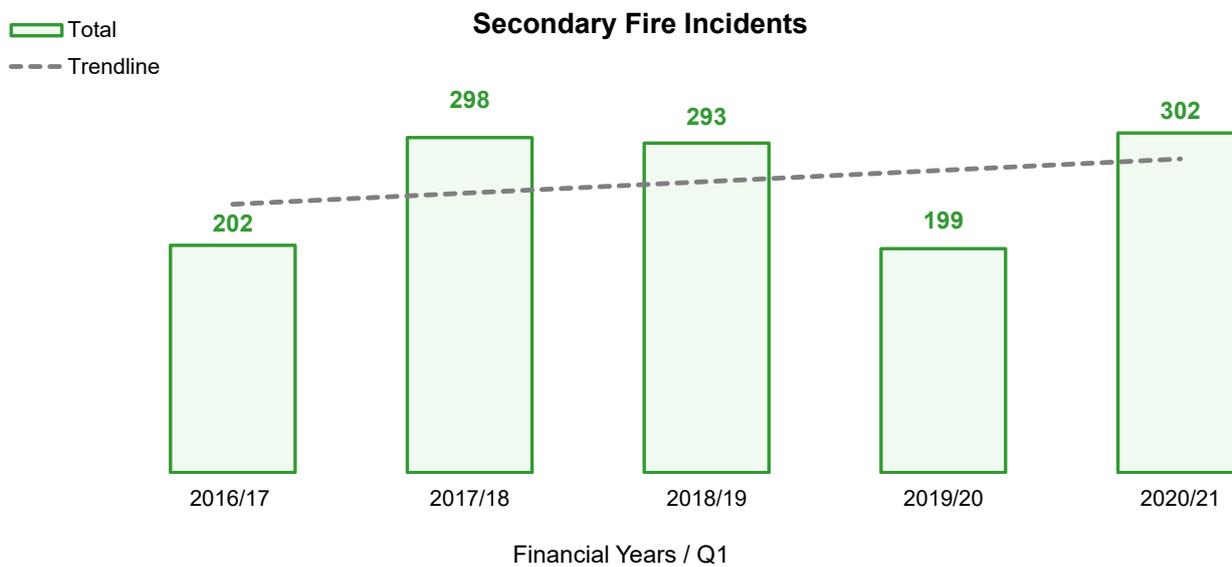
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Secondary Fire Incidents

Financial Years / Q1

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

3.5. Chimney fires

The number of Chimney Fires in Q1 2020-21 decreased by 36.84% when compared to Q1 2019-20 (Table 8, Figure 11) with 75% occurring in April 2020.

Figure 12 shows the 5-year trend line for the total number of Chimney Fires recorded in each Q1 between 2016-17 and 2020-21. The 12 Chimney Fires is the lowest number seen in the previous five year period breaking the previous lowest recorded figure in 2018-19 by 1 incident.

Table 8 – Chimney Fires

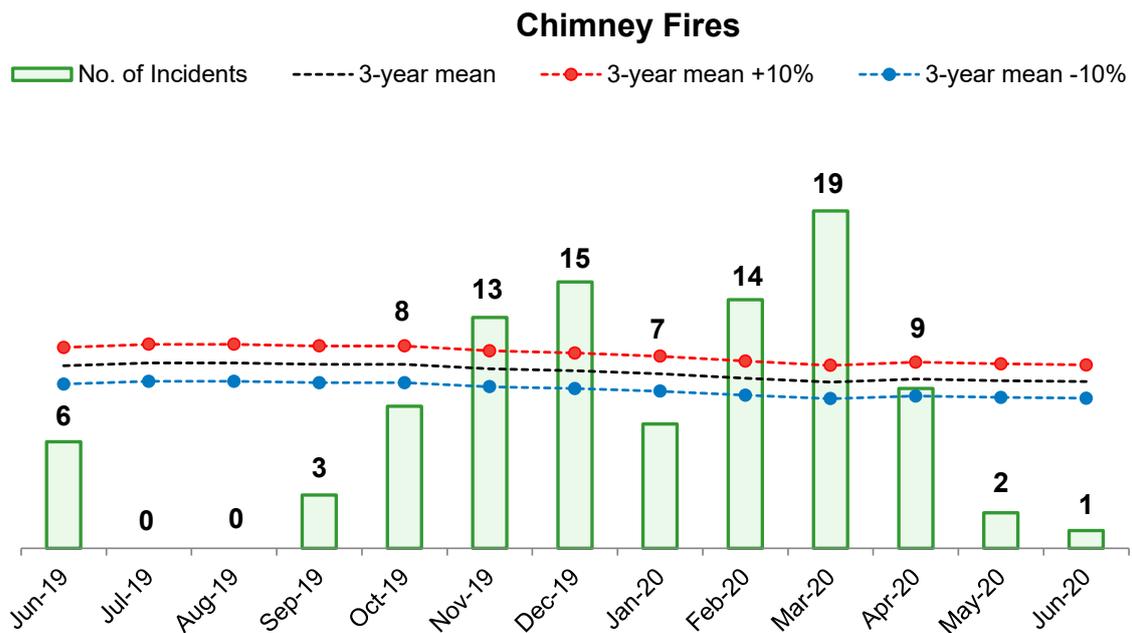| Chimney Fires	Q1 2019-20	Q1 2020-21	Change	
April	9	9	-	-
May	4	2	**-2**	**-50.00%**
June	6	1	**-5**	**-83.33%**
Total	**19**	**12**	**-7**	**-36.84%**

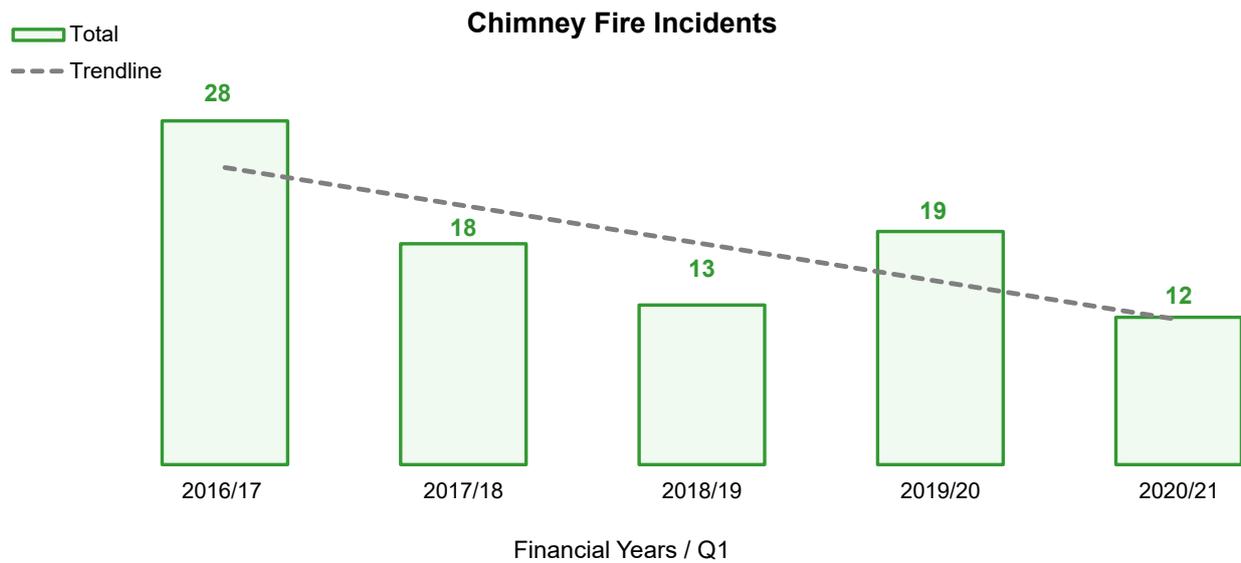Figure 11 - Chimney Fires per month: from June 2019 to June 2020

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

Figure 13 shows the distribution of the 12 Chimney Fires in Q1 2020-21 by fire station ground.
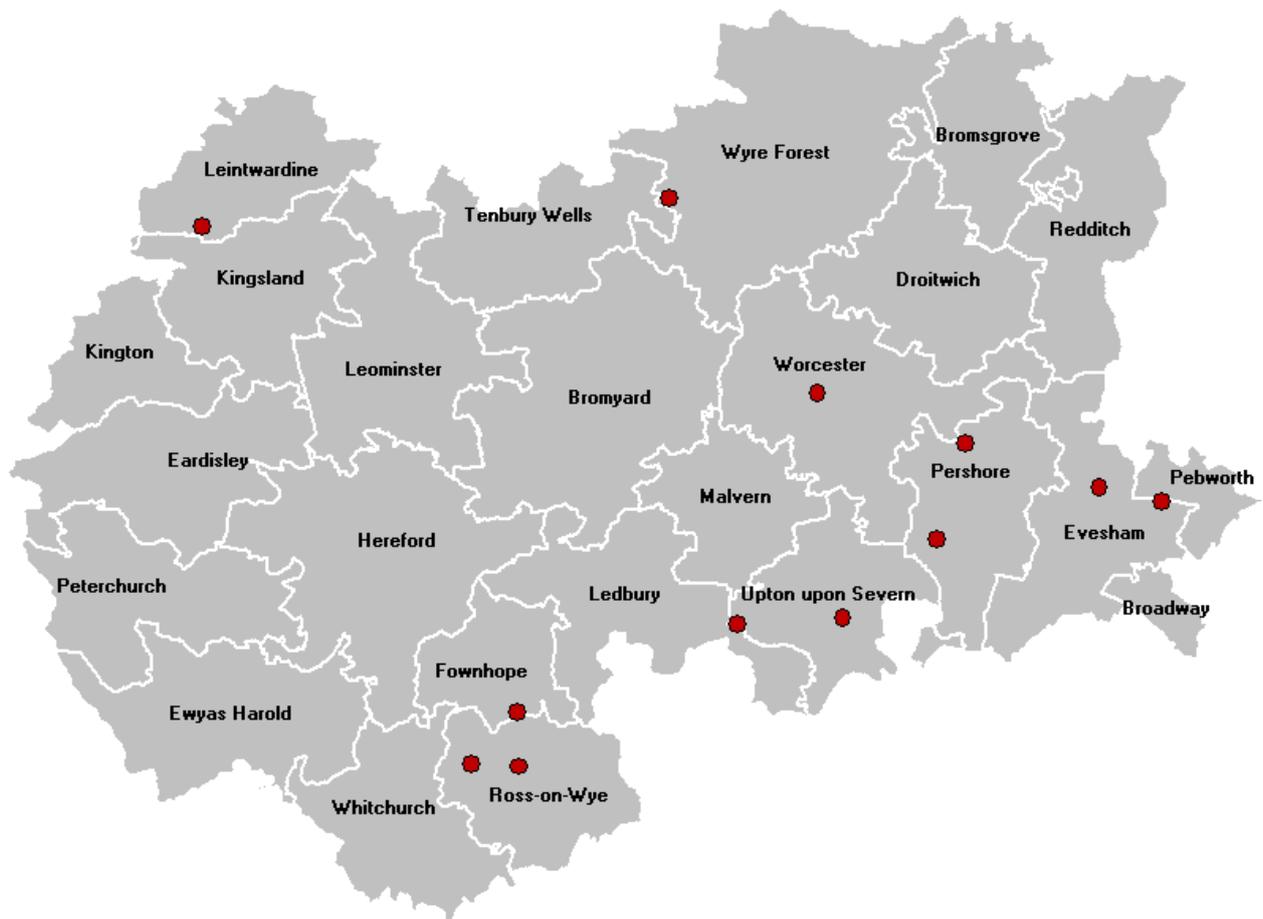

Figure 13 – Chimney Fires per station ground area in Q1 2020-21

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, e.g. 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.

4.2. Analysis

The number of Special Service incidents in Q1 2020-21 decreased by 29.26% when compared to Q1 2019-20 (Table 9, Figure 14) with most of the incidents occurring in June 2020. All three months were below the 3 year mean – 10% tolerance.

Figure 15 shows the 5-year trend line for the total number of Special Service incidents recorded in Q1 between 2016-17 and 2020-21.

Table 9 – Special Services

Special Service sub-categories	Q1 2019-20	Q1 2020-21	Change	
Animal assistance	29	36	**+7**	**24.14%**
Assist other agencies	98	79	**-19**	**-19.39%**
Effecting entry/exit	78	52	**-26**	**-33.33%**
Flooding	17	21	**+4**	**+23.53%**
Lift release	12	9	**-3**	**-25.00%**
Rescue or evacuation from water	11	10	**-1**	**-9.09%**
RTC	164	66	**-98**	**-59.76%**
Other Special Services	155	118	**-37**	**-23.87%**
Total	**564**	**399**	**-165**	**-29.26%**

a) The largest proportion of Special Service incidents in Quarter 1 (29.57%) was in the Other Special Services sub-category. The biggest proportion of incident types in this category were 'No action (not false alarm)' with 17.46% (where service was not required), 'Other rescue/release of persons', 'Hazardous Materials (majority of incidents involved Class 2: Gases)', 'Spills and Leaks (not RTC)' (main cause was a vehicle leaking fuel) and 'Suicide/attempts' (with a third occurring in Hereford station area) with 12 incidents each.

b) The largest decrease in Special Service incidents in Q1 2020-21 was in Road Traffic Collisions (RTCs) down by 59.76% when compared to Q1 2019-20. Further analysis can be found in section 4.3.

c) The second largest decrease was in the collaborative incident types – 'Assist other Agencies' and 'Effecting entry/exit' - with 45 incidents fewer than the same period last

year; however, it still accounted for a third (32.83%) of all Special Service incidents in Quarter 1.

d)   The largest proportion of Special Service incidents (16.29%) was located in Worcester's station ground. Nearly a third of these were a collaborative incident type such as Assist other Agencies and Effecting entry/exit. This was followed by Hereford station ground with 60 Special Service incidents.

Special Service Incidents
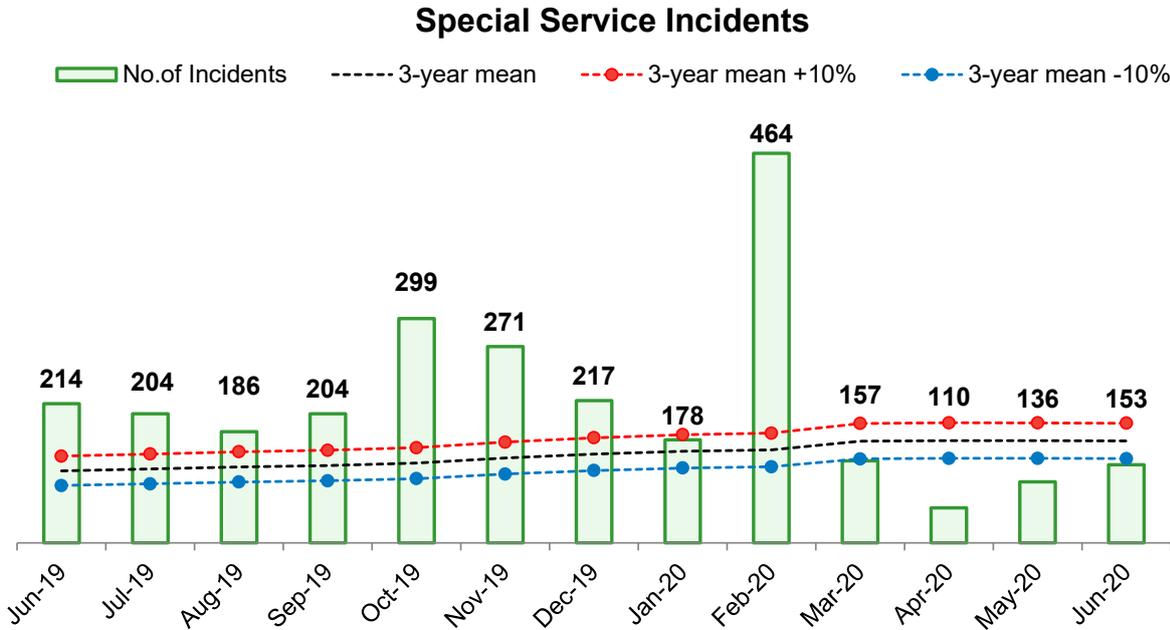
Figure 14 – Special Service incidents per month: from June 2019 to June 2020

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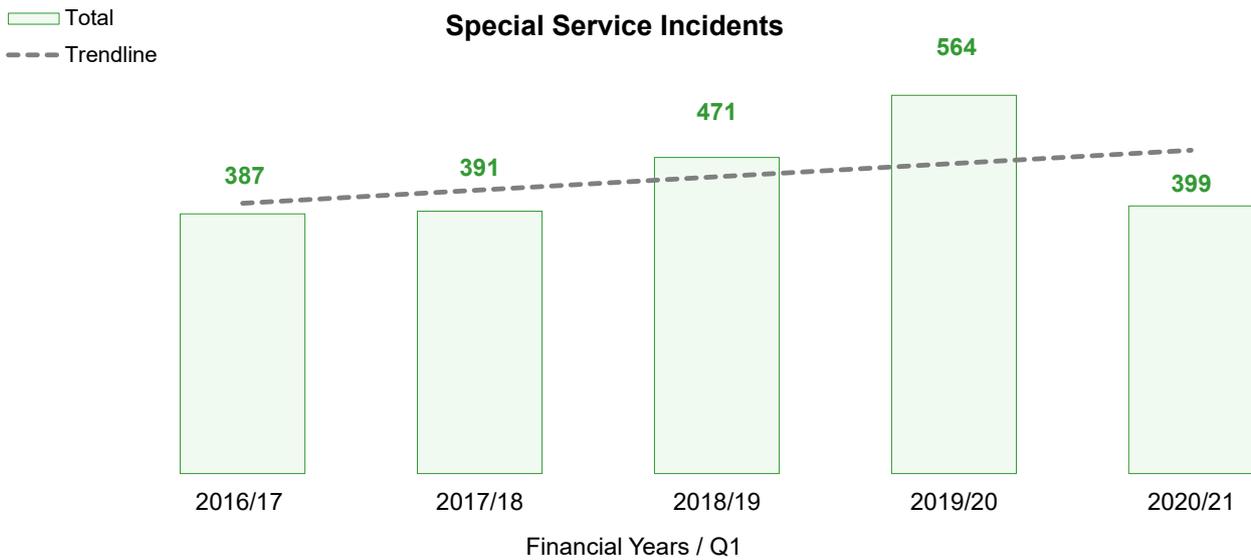
Figure 15 – Special Service incidents: from Q1 2016-17 to Q1 2020-21

Special Service Incidents

Legend:
- ■ Lift release
- ■ Animal assistance
- ■ Rescue or evacuation from water
- ■ Effecting entry/exit
- □ Flooding
- □ Assist other agencies
- □ Other special services
- □ RTC (SSEC only)

	2016/17	2017/18	2018/19	2019/20	2020/21
RTC (SSEC only)	146	130	174	164	66
Other special services	114	107	134	155	118
Assist other agencies	10	24	27	98	79

Figure 16 – Special Service (SSEC) incidents: from Q1 2016-17 to Q1 2020-21

4.3. Total RTC incidents

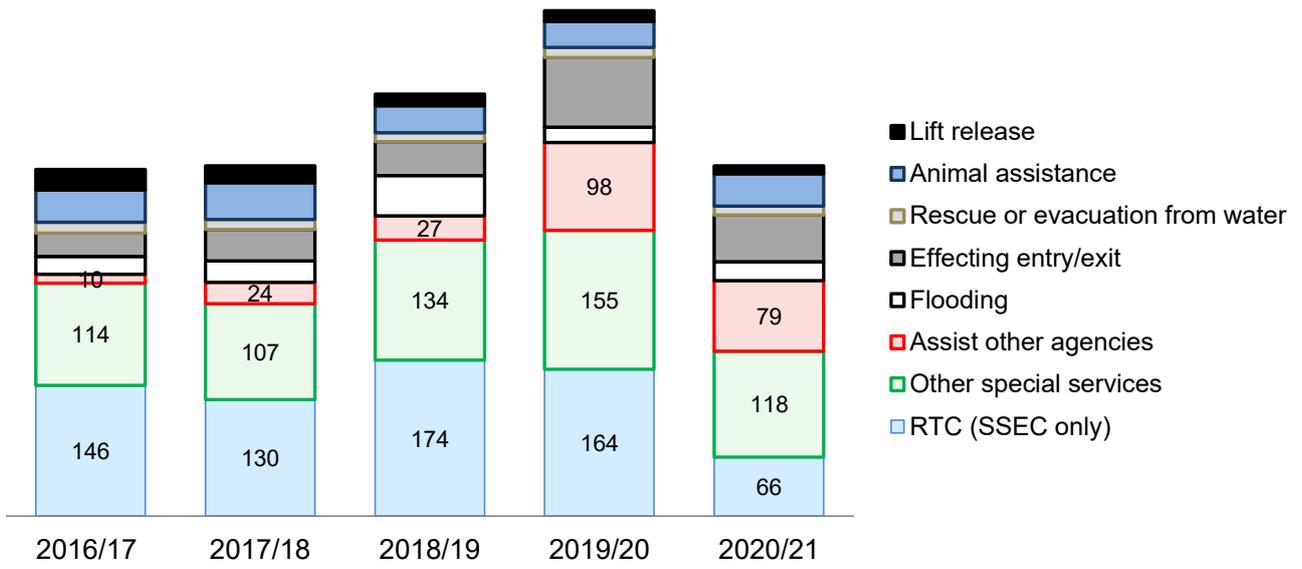The number of Road Traffic Collision (RTC) incidents reflects the total number of incidents in the two counties that were attended by HWFRS crews; and only includes those incidents with the Special Service closure code. Incidents that were RTCs, but which were closed as a different code (e.g. Fire, Assisting 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 2019-20	Q1 2020-21	Change	
Extrication of person/s	12	5	**-7**	**-58.33%**
Make scene safe	34	12	**-22**	**-64.71%**
Make vehicle safe	99	39	**-60**	**-60.61%**
Release of person/s	6	3	**-3**	**-50.00%**
Wash down road	1	1	**-**	**-**
Other RTC	12	6	**-6**	**-50.00%**
Total	**164**	**66**	**-98**	**-59.76%**

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

a) The number of RTC incidents attended in Q1 2020-21 decreased by 59.76%% (98 incidents) compared to the Quarter 1 in 2019-20 (Table 10). The overall decrease of RTCs attended could be the result of the national lockdown during this Quarter; as fewer cars were on the road; there was less of a risk of an RTC.

b) Figure 18 shows the 5-year downward trend line for the total number of RTCs recorded in each Q1 between 2016-17 and 2020-21.

c) Over three-quarters of the RTC incidents attended required making a vehicle or the scene safe. However, these incidents also had the biggest decrease when compared to the previous year with 82 fewer incidents.

d) Over 80% of all RTCs in Quarter 1 2020-21 involved cars or multiple vehicles.

e) The most common equipment type used at an RTC incident was Small Tools (such as shovels and brooms), followed by Lifting & Hydraulic - Cutters / Spreaders.

f) At the 66 RTC incidents in Quarter 1 2020-21, 107 appliances were in attendance.

g) Out of the 5 extrication of person/s incidents, one incident required a full roof removal which took the Service less than 30 minutes to undertake, and the casualty at this incident went to hospital with non-life threatening injuries. The Service continues to effectively deal with incidents involving RTCs.
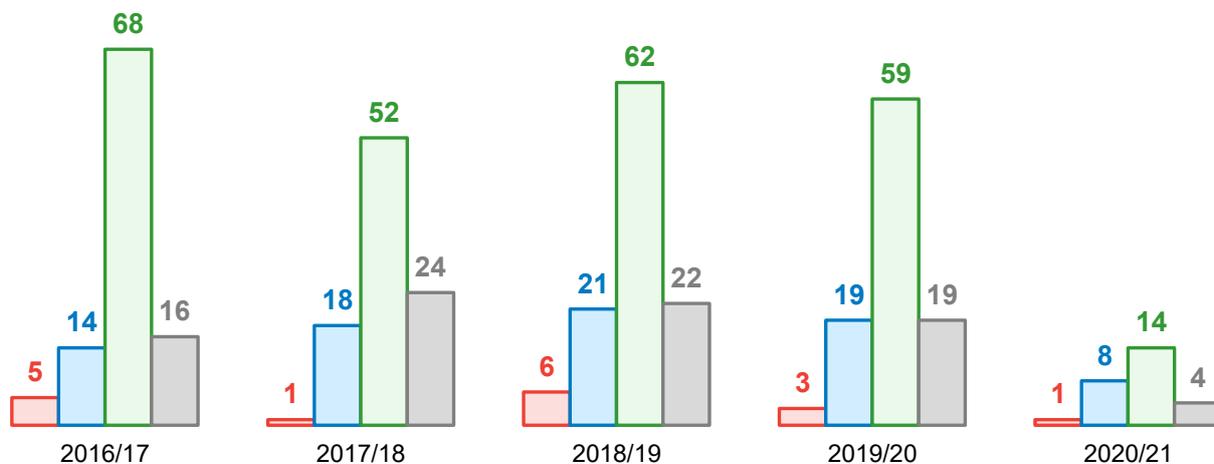
Figure 17 – RTC Injuries and fatalities quarterly data: from Q1 2016-17 to Q1 2020-21

Table 11 – Total RTC casualties*

Total RTC Casualty: severity	Q1 2019-20		Q1 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	3	3	1	1	**-66.67%**	**-66.67%**
Victim went to hospital, injuries appear to be Serious	18	19	8	8	**-55.56%**	**-57.89%**
Victim went to hospital, injuries appear to be Slight	50	59	11	14	**-78.00%**	**-76.27%**
First aid given at scene	13	19	4	4	**-69.23%**	**-78.95%**
Total	**84**	**100**	**24**	**27**	**-71.43%**	**-73.00%**

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

The total number of RTC incidents for Quarter 1 2020-21 declined by 59.76%, and this is also reflected by a corresponding decrease in the number of casualties caused by RTCs. Each category of casualty severity fell by at least 50%, with an overall decrease of 73 casualties in Q1 2020-21 when compared with Q1 2019-20. .These figures are the lowest for Quarter 1 over the past five year period (Figure 17).

Unfortunately, one fatality did occur during this Quarter, despite every effort made by the joint collaboration of the Fire and Rescue Service, Paramedics and the Police during this incident.

The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.
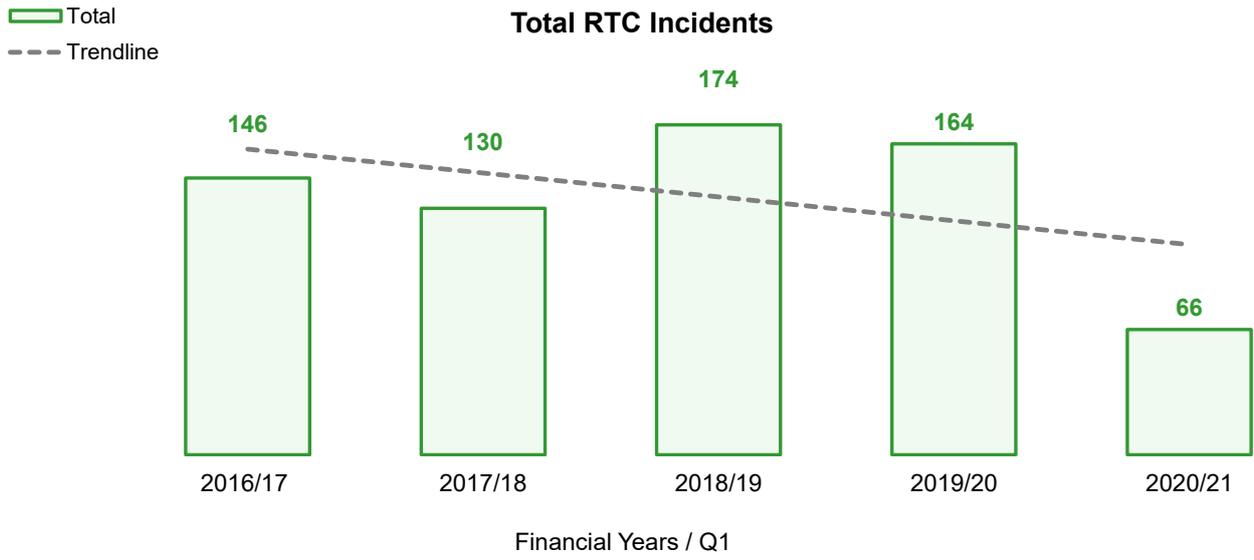
Figure 18 – RTC Incidents: from Q1 2016-17 to Q1 2020-21

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 2020-21 increased by 7.22% (56 incidents) compared to Quarter 1 in 2019-20 (Table 12, Figure 19). The number of False Alarms was almost the same across April, May and June of Quarter 1.

Table 12 – False Alarms

Category	Q1 2019-20	Q1 2020-21	Change	
Malicious False Alarms	12	6	**-6**	**-50.00%**
Good Intent False Alarms	212	299	**+87**	**+41.04%**
Fire Alarm Due to Apparatus	552	527	**-25**	**-4.53%**
Total	**776**	**832**	**+56**	**+7.22%**

a) Malicious False Alarms accounted for 0.72% of all False Alarms and halved from 12 to 6 in Q1 2020-21 when compared to Q1 2019-20.

b) Good Intent False Alarm incidents accounted for 35.94% of all False Alarms for Q1 2020-21 and experienced the biggest growth by an additional 87 incidents (+41.04%) when compared to Q1 2019-20.

c) Fire Alarm Due to Apparatus incidents represents the greatest proportion of the total amount of False Alarms with 63.34% for Q1 2020-21, though there was a decrease of 25 incidents when compared to Q1 2019-20.

Nearly half of all False Alarms originated from a domestic property (Dwelling and Other Residential) at 47.48%, compared with 26.92% at Non-Residential buildings. A further 21.51% of False Alarms were from outdoor property types – 'Grassland, Woodland and Crop', 'Other Outdoors (including land)' and 'Outdoor Structures'.

Self-contained sheltered Housing incurred the highest number of False Alarms in Quarter 1 2020-21, with 92.98% occurring due to apparatus and 62.26% of the False Alarms caused by Cooking/burnt toast. During Quarter 1 2020-21, a total of 15 False Alarm incidents originated from two Sheltered Housing buildings, one in Hereford and one in Pershore.

The 87 incident increase in Good Intent False Alarms is mainly accounted for by an increase of 91 incidents caused by 'Controlled Burning' when compared to Quarter 1 2019-20. Nearly half (42.81%) of all Good Intent False Alarm incidents involved 'Loose refuse (incl in garden)' and 'Private/Domestic garden/allotment (vegetation not equipment/building)', where 81.94% of all Good Intent False Alarm calls originated from a person (mobile or landline). Previously noted in section 3.4 of the Secondary Fire analysis, these property types were also the main cause for nearly a third of all Secondary Fires in Quarter 1. The rise in Secondary Fires coincides with the rise in Good Intent False Alarms, as more people were at home as a result of the lockdown in Quarter 1, with more people able to tend their gardens, resulting in more Secondary Fires and Good Intent False Alarms where in total, 47.83% of the causes for the Good Intent False Alarms were due to controlled burning.

During Quarter 1 2020-21, there were 832 False Alarm incidents with an overall attendance by appliances 871 times. Most incidents occurred in Worcester station ground with 153 incidents, followed by Wyre Forest (152 incidents) and Hereford (108 incidents). One incident in May resulted in the attendance of five appliances to a dwelling; although this incident turned out to be a Good Intent False Alarm. The Service continues to take all potential fires seriously.
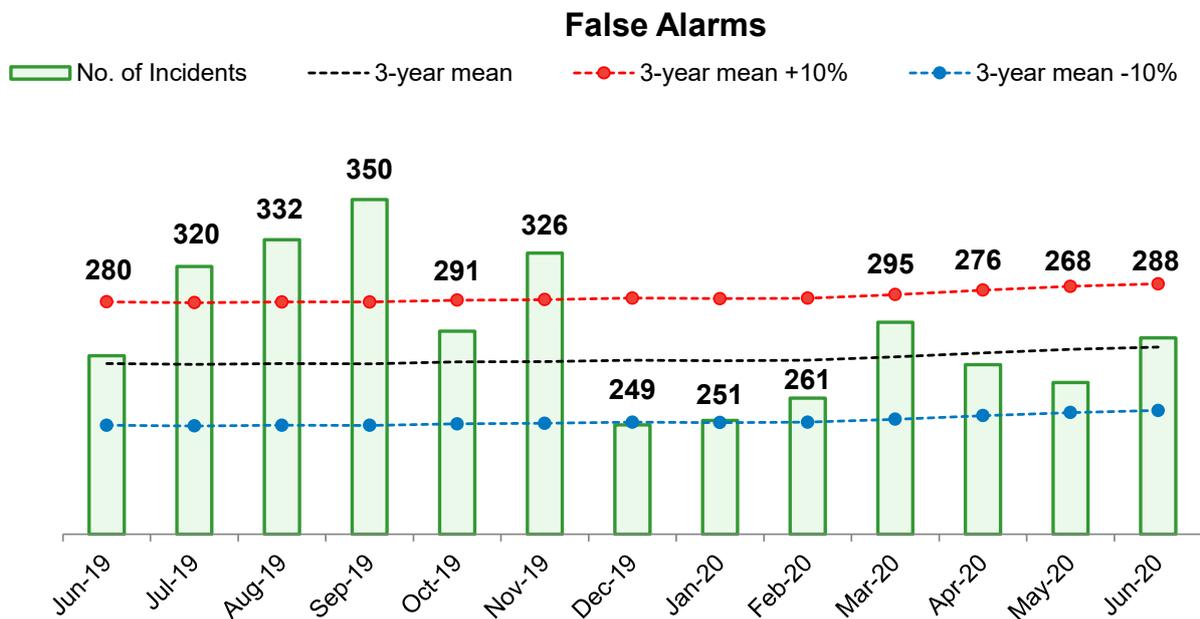
False Alarms

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

False Alarms Incidents

Total
Trendline

845

832

804

780

776

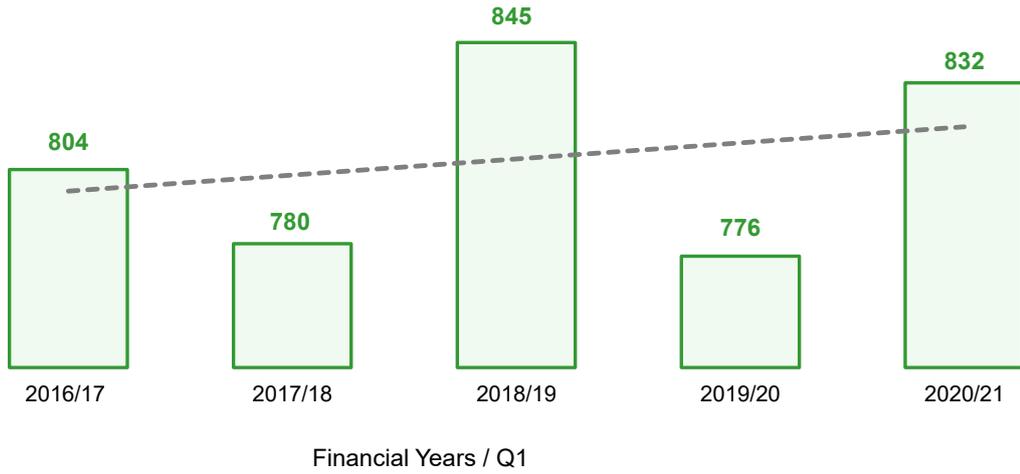2016/17   2017/18   2018/19   2019/20   2020/21

Financial Years / Q1

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

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

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

First fire appliance attendance	Q1 2019-20		Q1 2020-21	
Primary Building Fires attended within 10 minutes	70	**48.95%**	85	**57.05%**
Primary Building Fires not attended within 10 minutes	73	**51.05%**	64	**42.95%**
* Discarded incidents due to missing information	0	**0%**	0	**0%**
Total	**143**	**100%**	**149**	**100%**

* It should be noted that since January 2020 a new script is available to calculate the Attendance Standard which interrogates the IRS system directly. This allows Incident Commanders to manually add the missing information after the event. The previous procedure was based on the Brigid system (an appliance mobilising system) and, therefore, more incidents needed to be removed due to lack of information. To ensure that comparability between Q1 2019-20 and Q1 2020-21 results were accurate, the Attendance Standard for Q1 2019-20 has been re-calculated using a new analytical approach, on this occasion, no incidents needed to be removed during the data quality checks.

a) The total number of Primary Building Fires in Q1 2020-21 was 149, which is a 4.20% increase 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 2020-21was 57.05%, a 21.43% increase 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 2019-20 (mm:ss)	Q1 2020-21 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:29	01:18
Turnout time (Time Mobilised until Time Mobile)	02:39	02:27
Travel time (Time Mobile until Appliance Arrival at Scene)	06:32	06:16
Time of Call to Arrival at Scene	**10:41**	**10:02**

* 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 2020-21 was 10 minutes and 2 seconds, an average improvement of 39 seconds when compared with Q1 2019-20 (Table 14).

b) Call handling time improved by an average of 11 seconds from 01:29 to 01:18.

c) The turnout time improved by an average of 12 seconds from 02:39 to 02:27.

d) The travel time improved by an average of 16 seconds from 06:32 to 06:16.

Out of the 149 Primary Building Fires, 85 responses met the Attendance Standard and were attended by the first appliance within 10 minutes, and 64 did not meet the Standard (as shown in Table 13).

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 failing the Standard, but actually met it. In Quarter 1 2020-21 there were 4 incidents which had a reason for failing but actually passed the standard.

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

Reason for not meeting Attendance Standard		No. of incidents
No reason given		1
Known False Alarm		1
Incorrect or insufficient information passed to Control on initial call		1
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile		1
Incident outside station turnout area		1
Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only)		2
Difficulty in locating incident address		2
Responding at normal road speed, i.e. AFAs		3
Appliance not booked in attendance		4
Turn in time (Retained and day crew only)		10
Travel distance to the incident		38
	Total	64

Out of the 64 incidents that failed the Primary Building Fire Attendance Standard:

a) Travel distance to the incident was the main cause for over half of the failures with 59.38% (38 incidents)

b) The second most common failure with 10 incidents (15.63%) was due to Turn in time (Retained and day crew only)

7. First On-Call (Retained) Appliance Availability

Gartan is an online crew and appliance availability management system. A report from the system was produced on 18th July 2020 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance increased by 8.29% in Quarter 1 2020-21 when compared with Quarter 1 2019-20 (Table 16).

From 1st March 2019, Wholetime appliances at Droitwich, Evesham and Malvern were retained at night (18:00-08:00) and therefore a weighted average has been applied to calculate the availability of first On-call appliances at these locations. The new Wyre Forest station has been shown in Table 16 but is not part of the calculations for overall availability figures as this would not give a fair comparison against 2019-20, when Wyre Forest was split across Bewdley, Kidderminster and Stourport fire stations.

Station	County	Q1 2019-20	Q1 2020-21	Change %
Bromyard	Herefordshire	97.23%	99.93%	2.70%
Eardisley	Herefordshire	95.72%	94.16%	-1.56%
Ewyas Harold	Herefordshire	99.97%	100.00%	0.03%
Fownhope	Herefordshire	90.95%	94.00%	3.06%
Hereford	Herefordshire	97.62%	93.25%	-4.37%
Kingsland	Herefordshire	97.72%	99.90%	2.17%
Kington	Herefordshire	96.59%	99.69%	3.10%
Ledbury	Herefordshire	99.65%	99.40%	-0.24%
Leintwardine	Herefordshire	96.78%	99.83%	3.04%
Leominster	Herefordshire	99.92%	99.99%	0.07%
Peterchurch	Herefordshire	60.59%	99.10%	38.51%
Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
Whitchurch	Herefordshire	72.40%	94.39%	21.99%
Broadway	Worcestershire	30.48%	52.69%	22.21%
Bromsgrove	Worcestershire	48.10%	96.60%	48.50%
Droitwich	Worcestershire	64.88%	75.12%	10.24%
Evesham	Worcestershire	94.02%	98.82%	4.80%
Malvern	Worcestershire	89.42%	99.12%	9.70%
Pebworth	Worcestershire	83.99%	97.60%	13.61%
Pershore	Worcestershire	93.53%	98.44%	4.91%
Redditch	Worcestershire	85.34%	100.00%	14.66%
Tenbury	Worcestershire	99.63%	99.82%	0.18%
Upton-upon-Severn	Worcestershire	91.68%	98.74%	7.06%
Worcester	Worcestershire	94.46%	89.13%	-5.33%
Wyre Forest	Worcestershire	-	99.26%	-
Total		**86.69%** [a]	**94.99%** [a]	**8.29%** [a]

Table 16 – First fire appliance On-Call (Retained) availability in Q1 2020-21

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

a. Q1 2020-21 change for the first fire appliance On-Call (Retained) availability increased by 8.29%[a]

8. Absence management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system (Figure 21). The sickness level for all staff in Q1 2020-21 was 0.85 days lost per head. This shows an improvement when compared to Q1 2019-20, where the number of days lost per head was 3.03. Long term sickness held the highest proportion of days lost for all staff sickness with 0.67 days lost per head, as shown in Table 17.
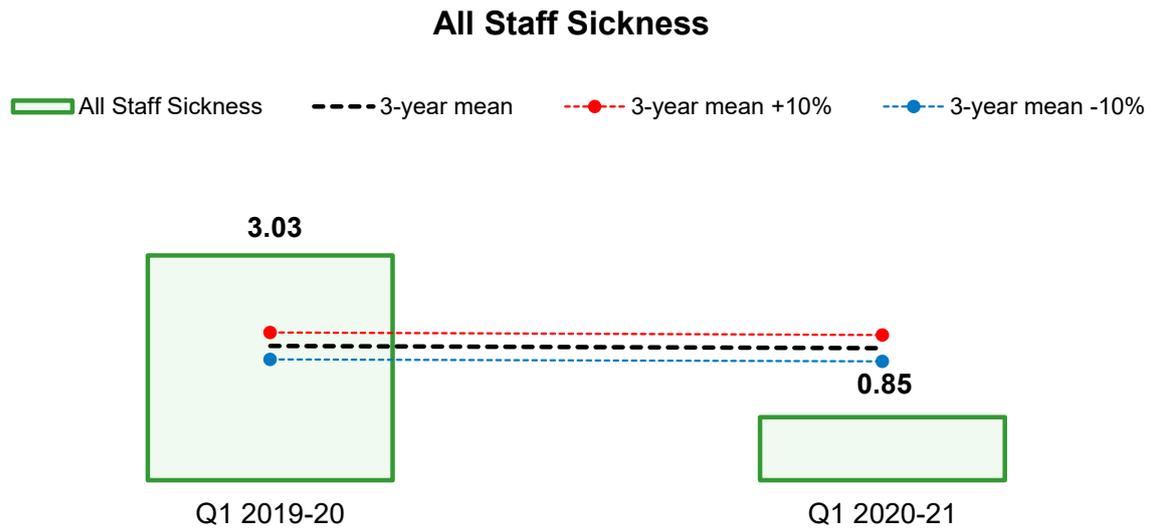
8.1. All staff sickness

Figure 21 – All Staff Sickness: from Q1 2019-20 to Q1 2020-21

Table 17 – All Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Quarter 1	0.17	0.67	0.85
Quarter 2			
Quarter 3			
Quarter 4			

a) Long-term sickness continues to form the greatest proportion of All Staff Sickness.

b) Figures for other Fire and Rescue Services are generally only available a quarter in arrears. The latest available figures are for Q1-Q4 2019-20, which showed that Hereford & Worcester FRS All Staff Sickness was higher than Shropshire FRS (8.96 average number of days/shifts lost per head compared to Shropshire's 8.85).

c) Where the start date of the sickness was between 01/04/2020 – 30/06/2020, there have been 15 cases of Covid-19 sickness, where 8 cases where confirmed. A further 57 cases of self-isolation and one case of Shielding across the service.

Figure 22 shows the 5-year trend line for the All Staff Sickness (the number of days/shifts lost per head) recorded in each Q1 between 2016-17 and 2020-21.

All Staff Sickness
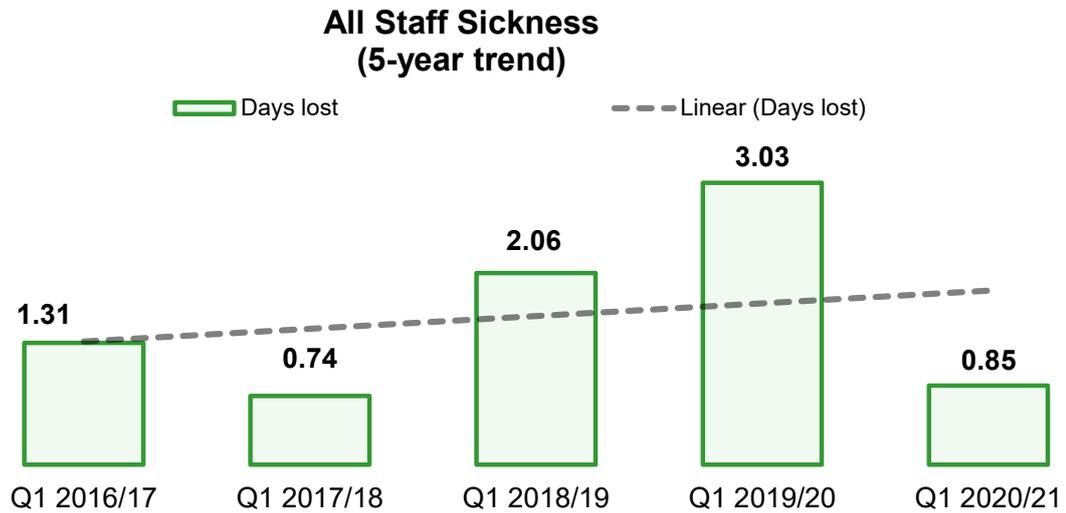**(5-year trend)**

Figure 22 – All Staff Sickness: from Q1 2016-17 to Q4 2020-21

8.2. Wholetime staff sicknesses

Wholetime Staff Sickness in Q1 2020-21 was 1.11 days lost per head (Figure 23, Table 18) an improvement on Q1 2019-20, when Wholetime Staff Sickness was at a higher level (2.38 days lost per head).
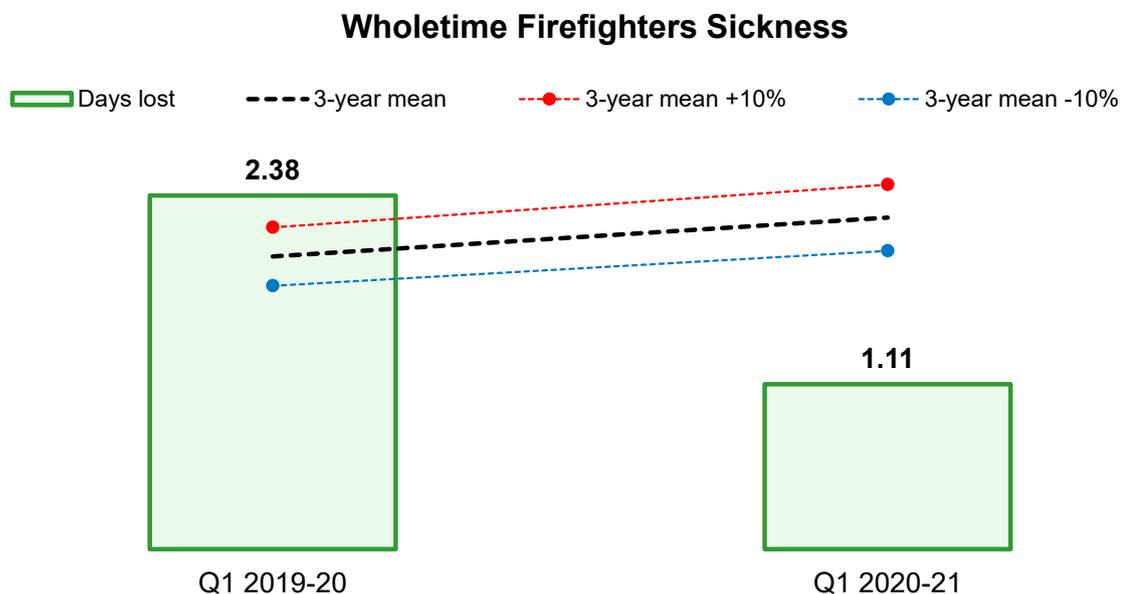
Wholetime Firefighters Sickness

Figure 23 – Wholetime Staff Sickness: from Q1 2019-20 to Q1 2020-21

Table 18 – Wholetime Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.26	0.85	1.11
Quarter 2			
Quarter 3			
Quarter 4			

a) By number of days lost the most significant reason for absence in Q1 2020-21 was Musculo-skeletal (lower limb) pain.

b) There were 5 confirmed cases of Covid-19 sickness recorded for Wholetime firefighters and 3 confirmed cases for on-call firefighters.

8.3. Non-uniformed staff sickness

Non-Uniformed Staff Sickness in Q1 2020-21 was 1.42 days lost per head (Figure 24, Table 19) an improvement on Q1 2019-20 when Non-Uniformed Staff Sickness was at a higher level (4.47 days lost per head).
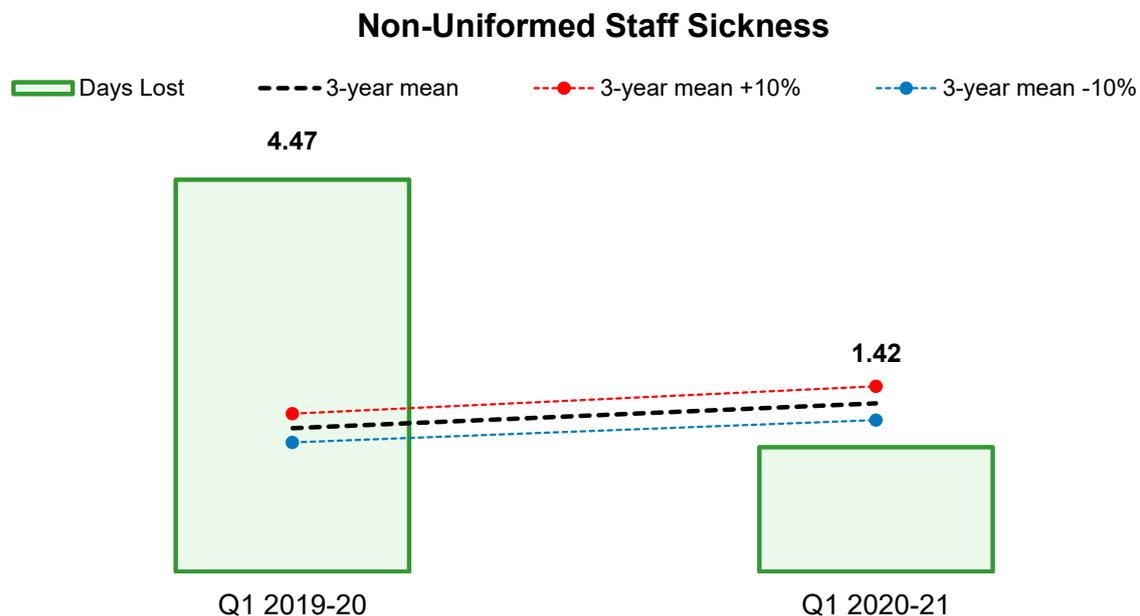
Non-Uniformed Staff Sickness

Figure 24 – Non-Uniformed Staff Sickness: from Q1 2019-20 to Q1 2020-21

Table 19 - Non-Uniformed Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-Uniformed Staff Sickness per head (days lost)
Quarter 1	0.09	1.33	1.42
Quarter 2			
Quarter 3			
Quarter 4			

a) Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff.

b) By occurrence the most frequently recorded reason for absence in Q1 2020-21 for Non-Uniformed staff was Genitourinary / Gynaecological/ Reproductive.

c) There were no cases of confirmed Covid-19 sickness recorded for Non-Uniformed Staff.

8.4. Fire Control staff sickness

Fire Control Sickness in Q1 2020-21 was 0.82 days lost per head (Figure 25, Table 19) an improvement on Q1 2019-20 when Fire Control Staff Sickness was at a higher level (3.43 days lost per head).
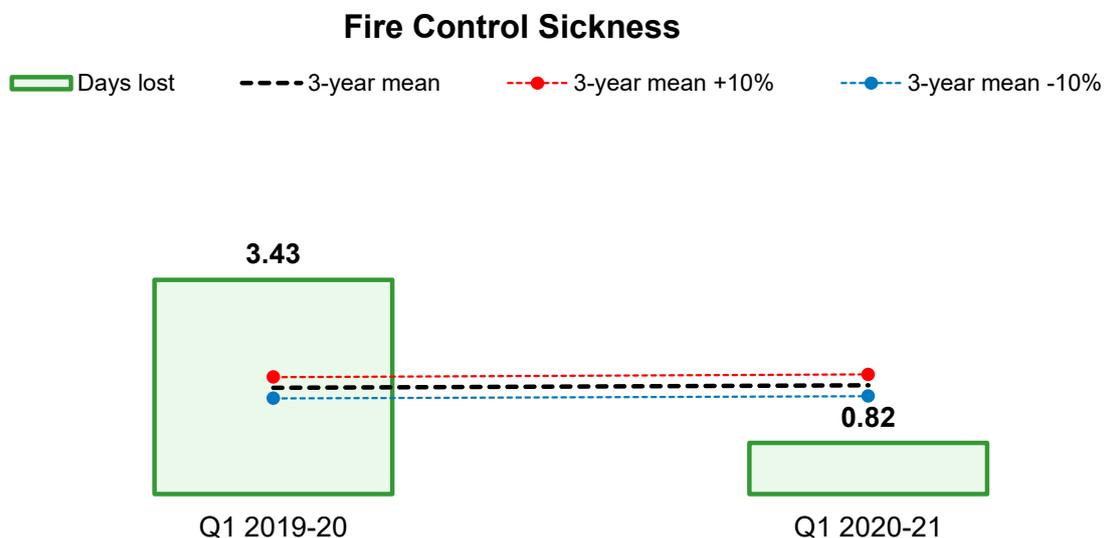
Fire Control Sickness

☐ Days lost ---- 3-year mean ---●--- 3-year mean +10% ---●--- 3-year mean -10%

Figure 25 –Fire Control Staff Sickness: from Q1 2019-20 to Q1 2020-21

Table 20 – Fire Control Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-Uniformed Staff Sickness per head (days lost)
Quarter 1	0.82	0	0.82
Quarter 2			
Quarter 3			
Quarter 4			

a) There were no long term sickness days lost for Fire Control staff.

b) By number of days lost the most frequently recorded reason for absence in Q1 2020-21 for Fire Control staff was Gastro-Intestinal.

c) There were no cases of confirmed Covid-19 sickness recorded for Fire Control staff.

8.5. Comparative all staff sickness

To illustrate of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council, whose sickness figures are most readily available (Table 21).

Table 21 – Comparative All Staff Sickness

Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Worcestershire County Council	0.23	1.30	1.52
Herefordshire Council	-*	-*	1.41
HWFRS	0.17	0.67	0.85

Herefordshire Council do not report the Short Term and Long Term sickness figure.

Note: The figures are for Worcestershire County Council (WCC) only, WWC have excluded WCF (Worcestershire Children First) a new wholly owned Council Company responsible for delivering children's services that were previously recorded within WCC totals as a whole. Therefore these figures will not be comparable going forward with previous years.

The number of days lost for Herefordshire County Council and Worcestershire County Council are both higher than HWFRS for all staff sickness per head.