



HEREFORD & WORCESTER Fire Authority

Policy and Resources Committee

AGENDA

Wednesday, 22 November 2017

10:30

Conference Suites

**Headquarters, 2 Kings Court, Charles Hastings Way,
Worcester, WR5 1JR**

ACTION ON DISCOVERING A FIRE

- 1 Break the glass at the nearest **FIRE ALARM POINT**.
(This will alert Control and other Personnel)
- 2 Tackle the fire with the appliances available – **IF SAFE TO DO SO**.
- 3 Proceed to the Assembly Point for a Roll Call –

CAR PARK OF THE OFFICE BUILDING ADJACENT TO THE CYCLE SHED TO THE LEFT OF THE ENTRANCE BARRIER TO 2 KINGS COURT.

- 4 Never re-enter the building – **GET OUT STAY OUT**.

ACTION ON HEARING THE ALARM

- 1 Proceed immediately to the Assembly Point

CAR PARK OF THE OFFICE BUILDING ADJACENT TO THE CYCLE SHED TO THE LEFT OF THE ENTRANCE BARRIER TO 2 KINGS COURT.

- 2 Close all doors en route. The senior person present will ensure all personnel have left the room.
- 3 Never re-enter the building – **GET OUT STAY OUT**.

GUIDANCE NOTES FOR VISITORS

Security

Upon arrival, visitors are requested to proceed to the barrier and speak to the reception staff via the intercom. There are parking spaces allocated for visitors around the front of the building, clearly marked. Upon entering the building, you will then be welcomed and given any further instructions. In particular it is important that you sign in upon arrival and sign out upon departure. Please speak to a member of the reception staff on arrival who will direct you to the appropriate meeting room.

Wheelchair access

The meeting room is accessible for visitors in wheelchairs.

Alternative formats

For information regarding requests for papers in alternative formats, please contact Committee & Members' Services on 01905 368241 /209 or by email at committeeservices@hwfire.org.uk.

Smoking is not permitted.

First Aid -please ask at reception to contact a trained First Aider.

Toilets – please ask at reception.

ACCESS TO INFORMATION – YOUR RIGHTS. The press and public have the right to attend Local Authority meetings and to see certain documents. You have:

- the right to attend all Authority and Committee meetings unless the business to be transacted would disclose “confidential information” or “exempt information”;
- the right to film, record or report electronically on any meeting to which the public are admitted provided you do not do so in a manner that is disruptive to the meeting. **If you are present at a meeting of the Authority you will be deemed to have consented to being filmed or recorded by anyone exercising their rights under this paragraph;**
- the right to inspect agenda and public reports at least five days before the date of the meeting (available on our website: <http://www.hwfire.org.uk>);
- the right to inspect minutes of the Authority and Committees for up to six years following the meeting (available on our website: <http://www.hwfire.org.uk>); and
- the right to inspect background papers on which reports are based for a period of up to four years from the date of the meeting.

A reasonable number of copies of agenda and reports relating to items to be considered in public will be available at meetings of the Authority and Committees. If you have any queries regarding this agenda or any of the decisions taken or wish to exercise any of these rights of access to information please contact Committee & Members’ Services on 01905 368209 or by email at committeeservices@hwfire.org.uk.

WELCOME AND GUIDE TO TODAY’S MEETING. These notes are written to assist you to follow the meeting. Decisions at the meeting will be taken by the **Councillors** who are democratically elected representatives and they will be advised by **Officers** who are paid professionals. The Fire and Rescue Authority comprises 25 Councillors and appoints committees to undertake various functions on behalf of the Authority. There are 19 Worcestershire County Councillors on the Authority and 6 Herefordshire Council Councillors.

Agenda Papers - Attached is the Agenda which is a summary of the issues to be discussed and the related reports by Officers.

Chairman - The Chairman, who is responsible for the proper conduct of the meeting, sits at the head of the table.

Officers - Accompanying the Chairman is the Chief Fire Officer and other Officers of the Fire and Rescue Authority who will advise on legal and procedural matters and record the proceedings. These include the Clerk and the Treasurer to the Authority.

The Business - The Chairman will conduct the business of the meeting. The items listed on the agenda will be discussed.

Decisions - At the end of the discussion on each item the Chairman will put any amendments or motions to the meeting and then ask the Councillors to vote. The Officers do not have a vote.



HEREFORD & WORCESTER
HWR
FIRE AND RESCUE SERVICE

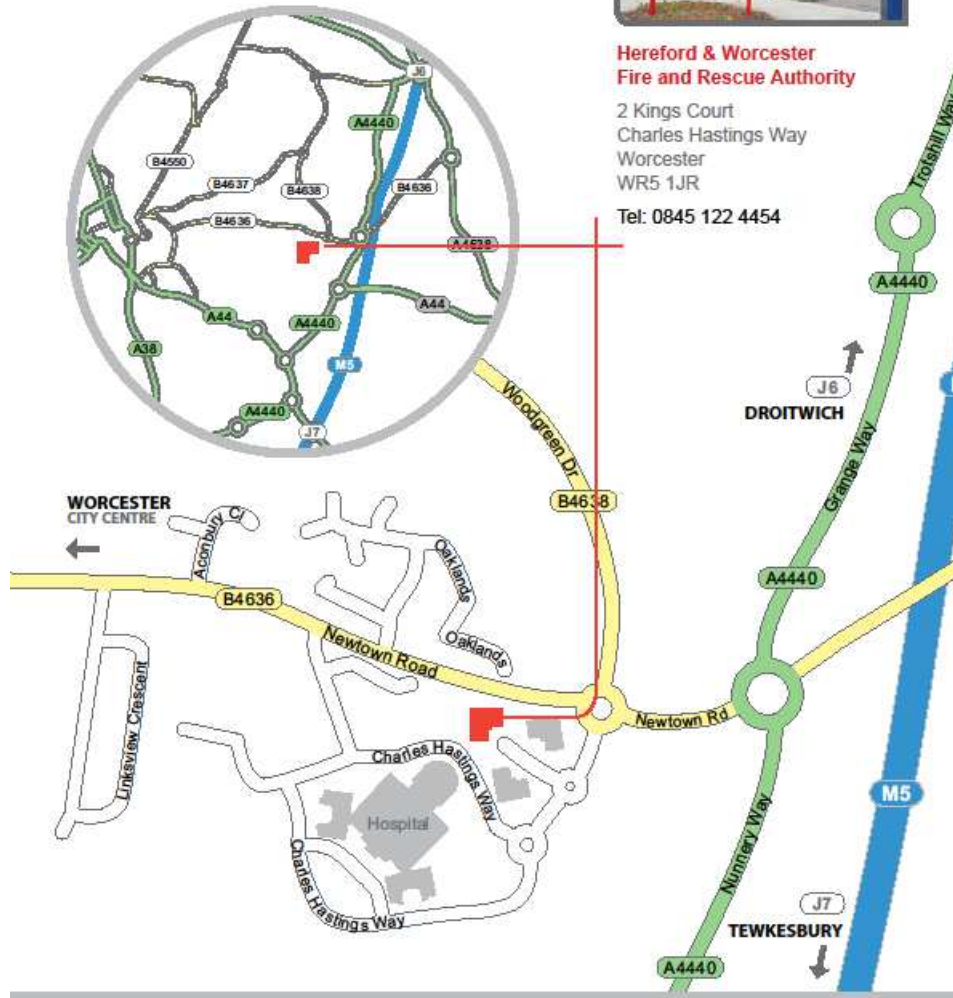
Service Headquarters



Hereford & Worcester Fire and Rescue Authority

2 Kings Court
Charles Hastings Way
Worcester
WR5 1JR

Tel: 0845 122 4454





Hereford & Worcester Fire Authority
Policy and Resources Committee
Wednesday, 22 November 2017, 10:30

Agenda

Councillors

Mr C B Taylor (Chairman), Mr R C Adams (Vice Chairman), Mr B A Baker, Mr T D Baker-Price, Mr B Clayton, Mrs E Eyre BEM, Mr A Fry, Dr C A Hotham, Mrs F M Oborski MBE, Mr R J Phillips, Mrs J Potter, Mr P A Tuthill, Mr R M Udall

| No. | Item | Pages |
|------------|---|---------------|
| 1 | Apologies for Absence To receive any apologies for absence. | |
| 2 | Named Substitutes To receive details of any Member of the Authority nominated to attend the meeting in place of a Member of the Committee. | |
| 3 | Declarations of Interest (if any) This item allows the Chairman to invite any Councillor to declare an interest in any of the items on this Agenda. | |
| 4 | Confirmation of Minutes To confirm the minutes of the meeting held on 20 September 2017. | 7 - 12 |
| 5 | PCC Business Case The Chairman of the Fire Authority will provide Members of the Committee with a verbal update. | |

| | | |
|----------|---|----------------|
| 6 | 2017/18 Budget Monitoring – 2nd Quarter | 13 - 18 |
| | To inform the Committee of the current position on budgets and expenditure for 2017/18. | |
| 7 | Medium Term Financial Plan (MTFP) Update | 19 - 23 |
| | To review the current Medium Term Financial Plan. | |
| 8 | Review of Cost Recovery for Chargeable Special Services – 2017/18 | 24 - 27 |
| | To increase the cost recovery based charges made for certain operational non-emergency special services calls by the Authority. | |
| 9 | 2017-18 Performance Report: Quarters 1 & 2 | 28 - 58 |
| | This report is a summary of the Service's Quarters 1 & 2 performance against a comprehensive set of Performance Indicators agreed by the Senior Management Board (SMB). | |



Hereford & Worcester Fire Authority

Policy and Resources Committee

Wednesday, 20 September 2017, 10:30

Minutes

Members Present: Mr R C Adams, Mr B A Baker, Mr T D Baker-Price, Mr B Clayton, Mrs E Eyre BEM, Mr A Fry, Mrs F M Oborski MBE, Mr R J Phillips, Mrs J Potter, Mr C B Taylor, Mr P A Tuthill, Mr R M Udall

81 Apologies for Absence

Apologies were received from Dr C A Hotham.

82 Named Substitutes

There were no named substitutes.

83 Declarations of Interest (if any)

In relation to agenda item 6 (Minute 84 - Treasury Management Activities 2016/17) Mrs E Eyre BEM declared she was a trustee of LAMIT.

In relation to agenda item 7 (Minute 85 - Firefighters Pension Schemes - Voluntary Scheme Pays (VSP)) Mr R J Phillips declared he was a member of the Fire Scheme Advisory Board and also a member of the Fire NJC (employers).

84 Confirmation of Minutes

RESOLVED that the minutes of the meeting of the Policy and Resources Committee held on 22 March 2017 be confirmed as a correct record and signed by the Chairman.

The Chief Fire Officer informed Members that the PCC Business Case consultation results had just been released and updated Members accordingly.

2017/18 Budget Monitoring - 1st Quarter

Members were informed of the current position on budgets and expenditure for 2016/17 and noted the forecast revenue underspend of £0.138m.

Members' attention was drawn to the uniform staff pay award offer. They were informed that the 2% offer had been rejected by the representative bodies and a further announcement was awaited following reconsideration. The Treasurer explained that should the 2% award be accepted this would offset the previously identified underspend.

With regard to the Capital budget, Members requested an update on Hereford and Redditch fire stations and the Wyre Forest Emergency Services Hub. They were informed that Hereford is progressing well. There had been discussions with Herefordshire Council and the Police and construction was likely to be completed by 2020. For Redditch station, officers were awaiting confirmation that the Police would like to co-build. The site for the Wyre Forest Emergency Services Hub had been secured and it is hoped that the planning application would be submitted by Christmas this year and the build would commence at the beginning of 2018.

Members also queried the additional costs for the build of Evesham station and were assured that this was due to the ground contamination, however the overall costs were within budget.

RESOLVED that the Committee note:

- i) the forecast revenue underspend of £0.138m (-0.4%).
- ii) the budget risk regarding the pay award of £0.195m (+0.6%).

Treasury Management Activities 2016/17

Members were asked to review the Treasury Management Activities for 2016/17 and noted that the monitoring of the Prudential Indicators had demonstrated that the Authority had complied with its Treasury Management targets.

Members were pleased to note that there had been no additional borrowing requirement during the financial year and the balance that remained outstanding at the end of March 2017 was £12.637m.

RESOLVED that the Committee agree the Prudential Indicators were within the limits set by the Authority in February 2017 and that there

are no matters that require further attention.

87 Firefighters Pension Schemes – Voluntary Scheme Pays (VSP)

Members were asked to approve the implementation of a Voluntary Scheme Pays (VSP) arrangement in respect of Firefighters Pension Schemes.

Members queried if this was a National change and were informed that each Authority had discretion to approve the operation.

RESOLVED that the Committee approve the operation of a Voluntary Scheme Pays (VSP) in relation to the Firefighters Pension Schemes.

88 Sale of Garway Hill Radio Mast

Members were asked to approve the sale of the radio mast at Garway Hill, Herefordshire which is now surplus to the Authority's requirements.

Members were informed that although the Authority currently received a rental income for the site, the value of this is not guaranteed and there would be future maintenance liabilities if the mast is retained.

The Treasurer informed the Committee of the best offer received to date. Members agreed that it was in the Authority's best interests to dispose of the site and realise a capital receipt.

RESOLVED that the site at Garway Hill be sold on terms representing the best overall offer to the Authority as agreed by the Head of Legal Services and the Treasurer.

89 People Strategy 2017-2020

Members were presented with the People Strategy 2017-2020 and informed of the proposed implementation programme.

Members were advised that the Strategy represents a firm commitment to supporting and valuing our Service's workforce and that the Implementation Programme will be presented to the Audit and Standards Committee when available.

RESOLVED that the People Strategy 2017-2020 and the proposed action areas to be included in the People Strategy Implementation Programme be noted.

Members were provided with a summary of the Service's Quarter 1 performance against a comprehensive set of Performance Indicators agreed by the Senior Management Board (SMB).

There was particular discussion around retained availability, particularly Kidderminster, Bewdley and Droitwich stations. Members were advised that this was due to a number of personnel leaving the Service in 2017, however progress was being made to fill these positions. It was pleasing for Members to note that nationally the Service compares considerably well for availability.

There was also discussion around Community Risk issues and Members requested regular updates of the campaigns that are undertaken.

Members queried the reduction in attendance times. Officers confirmed that there was no national standard but the Service had set its own stretch target in 2012, which was currently being reviewed.

Members commented on the flooding incidents and were advised that the Service attends to domestic flooding incidents as an emergency but then passes to the appropriate utilities and authorities. Members were assured that flood prevention advice was given by the Service during Home Fire Safety Checks and during engagement with local businesses.

RESOLVED that Members note the following headlines drawn from Appendix 1 relating to performance in Quarter 1, 2017-18:

i) A total of 1772 incidents were attended in Quarter 1, an increase of 5.6% (94 incidents) over the same period in 2016-17, and 7.9% (140 incidents) higher than the average for the last five years.

ii) The majority of the increase in Quarter 1 is accounted for by a rise in the numbers of Secondary Fire incidents, Special Service have stayed relatively constant while the number of False Alarm incidents are down:

a. Fires: an increase of 118 incidents for this period over the previous year is largely accounted for by an increase in Secondary outdoor Fires (up by 98 incidents) due to the warmer spring/early summer period.

b. Special Services: there was an increase of 2 incidents over the period. Most subcategories have actually reduced; these include

RTC's, Rescue/Evacuation from Water, Lift Release, Spills and Leaks (non-RTC) and Ring Removal. The areas in which increases have occurred are Flooding (4 incidents), Animal Assistance incidents (4 incidents), and Assisting other Agencies (15 incidents).

c. False Alarms: there was a decrease of 26 incidents overall when compared to the same period in 2016-17. Only a minor increase of the sub category of False Alarm Good Intent went up by 3 incidents.

iii) Overall Staff Sickness levels are 0.87 days lost per head, which remains within tolerance levels set (see paragraph 3 below) for Quarter 1.

v) The Service attended 60.6% (175 incidents) of Building Fires within 10 minutes in Q1 compared with 62.3% in the same period in 2016-17. The average time for the first fire appliance attendance at all building fires was ten minutes and eleven seconds.

vi) The overall availability of the first On-Call (Retained) fire appliance remains high at 91.2%; this has decreased by 3.2% compared to the same period in 2016-17.

91 Update from the Joint Consultative Committee

Members were informed of the activities of the Joint Consultative Committee since March 2017.

There was particular discussion around crewing systems and Members were advised that the Service was meeting with the Fire Brigades Union next week for further discussions. Members were advised that a further report to Members would be provided with the findings.

[Mr Fry left the room at 11.45am and re-entered the room at 11.48am]

RESOLVED that the following items currently under discussion by the Joint Consultative Committee be noted:

- i) A review of crewing systems.**
- ii) Relocation of Service Headquarters (SHQ) to Hindlip.**
- iii) Wyre Forest Hub.**

The Meeting ended at: 11:53

Signed:.....

Date:.....

Chairman

Report of the Treasurer

2017/18 Budget Monitoring – 2nd Quarter

Purpose of report

1. To inform the Committee of the current position on budgets and expenditure for 2017/18.

Recommendation

The Treasurer recommends that the Committee note:

- (i) the forecast revenue underspend of £0.278m (-0.9%).***
- (ii) the in budget risk regarding the uniform staff pay award £0.195m (+0.6%)***

Introduction and Background

2. This report relates to the Authority's financial position for the period April – September 2017 (Quarter 2 – 2017/18), and an outturn projection based on that position.
3. Separate financial reports are included to detail the position for both Revenue and Capital for this period.
4. Details are included about the Authority's Treasury Management position for the period.

Revenue

5. In February 2017 the Authority set a net revenue budget for 2017/18 of £31.687m, allocated to budget heads.
6. This was subsequently amended to reflect changes in demand, proposed use of earmarked reserves, additional budget holder savings and the new ICT strategy.
7. Appendix 1 gives details of the projected year end expenditure. At the end of quarter 1 (30th June 2017) the main variations relate to:
 - a. Minor variations in pay (Line 7). +£0.053m
 - b. Capital Financing (Line 29): - £0.200m – short term savings arising from delays to the expenditure on major buildings projects compared to the assumptions made in the budget and MTFP, but which will resolve in the medium term.

- c. The PPL charge is split between revenue and capital elements. As a result of delays to capital schemes it is not possible to capitalise as much of the PPL charge as was anticipated, resulting in an increased revenue cost. This issue has occurred previously when property services were provided in-house, and the overall costs from PPL are unchanged.
 - d. Inflation provision savings (Line 32) - £0.171m. Provision is made for general inflation but only allocated to budget holders on an evidenced basis. The whole provision is not now required.
8. The latter will have an impact on future budgets and will be included in the next revision to the Medium Term Financial Plan (MTFP).
 9. Members attention is also drawn to the uniform staff pay award offer at 2% from July 2017 (with a further 3% from April 2018 if funded by government). Although this offer has been rejected by the employee side the additional 2017/18 cost of the 2% award could be £0.195m, which would offset the under-spending identified above in year.

Capital

10. The current capital budget was approved by the Authority in June 2016 and is detailed in Appendix 2. It is in two parts:

| | |
|--|-----------------|
| • Capital Budget (approved schemes) | £22.004m |
| • Of which spent prior to 1 st April 2017 | <u>£15.273m</u> |
| • Leaving Still to spend | £ 6.731m |
| • Schemes awaiting Tender or formal approval | £18.042m |
11. The approved Capital budget is divided into 4 blocks:
 - Major Buildings
 - Vehicles
 - Fire Control
 - Minor Schemes (allocated by Senior Management Board)
12. The Schemes waiting tender or formal approval includes Wyre Forest Hub, for Hereford and Redditch Fire Stations the North Herefordshire Strategic Training Facility, and the Hindlip move. It is expected that, once approved, expenditure will occur over a number of future years.
13. Of the Capital budget of £6.731m, only £1.161m (17%) has been committed by way of expenditure and orders. Significant orders for vehicles are about to be placed.
14. The Evesham scheme is showing an apparent overspend, but this awaits adjustment for the final agreement with Wychavon over costs, and will be amended in future reports.

15. A budget is now included within the Major Building Section of the Capital Appendix for the purchase of the land for the Wyre Forest Hub.

Treasury Management

16. Since October 2008 the Authority has adopted a policy of avoiding new long term borrowing, where working capital balances permit. The Authority will only extend long term borrowing when cash-flow requirements dictate that it is necessary, and only to finance long term assets.
17. At the beginning of the financial year (2017/18), borrowing was at a level of £12.637m; this was reduced by £1.0m in August 2017, and will be reduced by a further £0.500m in February 2018 to £11.137m following planned repayments to the Public Works Loans Board.
18. In accordance with the Authority's Treasury Management Strategy, surplus funds are invested by Worcestershire County Council alongside their own funds. Investment is carried out in accordance with the WCC Treasury Management Strategy, which has been developed in accordance with the Prudential Code for Capital Finance and is used to manage risks from financial instruments.
19. Given the uncertainty in financial markets, the Treasurer continues to advise that investment should be focussed on security. As a consequence surplus funds continue to generate low returns which are factored into the budget.
20. At 30th September 2017 short term investment via Worcestershire County Council comprised:

| Organisation Type Invested in | £'000 |
|-------------------------------------|---------------|
| Other Local Authorities | 2,578 |
| Money Markey Funds (Instant Access) | 4,941 |
| Cash Plus (Liquidity Fund) | 1,194 |
| Call | 6,187 |
| Total | 14,900 |

Corporate Considerations

| | |
|--|----------------------------|
| Resource Implications (identify any financial, legal, property or human resources issues) | See paragraphs 4-14 and 19 |
| Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications). | None |
| Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores). | None |
| Consultation (identify any public or other consultation that has been carried out on this matter) | None |
| Equalities (has an Equalities Impact Assessment been completed? If not, why not?) | None – N/A |

Supporting Information

Appendix 1 – 2017/18 Revenue Budget Monitoring

Appendix 2 – 2017/18 Capital Budget Monitoring

Contact Officer

Martin Reohorn, Treasurer to the Authority
(01905 368205)
Email: mreohorn@hwfire.org.uk

Hereford & Worcester Fire Authority:
Policy & Resources Committee
Revenue Budget 2017-18 : 2nd Quarter

| | | 2017/18 Final Budget | Identified Savings | 2017/18 Agreed Funded Pressures | 2017/18 Revised Budget 2nd Qtr | Forecast Annual Expd | Forecast Annual Variance |
|----|---------------------------------|----------------------------|-----------------------|--|---|----------------------------|--------------------------------|
| | | £m | £m | £m | £m | £m | £m |
| 1 | WT FF Pay | 12.093 | | | 12.093 | 12.093 | 0.000 |
| 2 | RDS FF Pay | 3.439 | | | 3.439 | 3.439 | 0.000 |
| 3 | Control Pay | 0.730 | | | 0.730 | 0.723 | (0.007) |
| 4 | Support Pay | 3.341 | | | 3.341 | 3.401 | 0.060 |
| 5 | Other Employee Costs | 0.120 | | | 0.120 | 0.120 | 0.000 |
| 6 | Unfunded Pensions | 1.055 | | | 1.055 | 1.055 | 0.000 |
| 7 | Employee Related | 20.778 | 0.000 | 0.000 | 20.778 | 20.831 | 0.053 |
| 8 | Strategic Management | 0.079 | 0.005 | | 0.084 | 0.084 | 0.000 |
| 9 | New Dimensions | 0.056 | | | 0.056 | 0.056 | 0.000 |
| 10 | Operational Policy | 0.066 | | | 0.066 | 0.066 | 0.000 |
| 11 | Technical Fire Safety | 0.014 | | | 0.014 | 0.014 | 0.000 |
| 12 | Community Safety | 0.182 | (0.011) | | 0.171 | 0.171 | 0.000 |
| 13 | Training Dept | 0.499 | (0.046) | 0.020 | 0.473 | 0.473 | 0.000 |
| 14 | Fleet | 0.516 | | | 0.516 | 0.516 | 0.000 |
| 15 | Operational Logistics | 1.178 | | | 1.178 | 1.178 | 0.000 |
| 16 | Information & Comms Technology | 1.695 | | | 1.695 | 1.695 | 0.000 |
| 17 | Human Resoruces | 0.453 | (0.023) | 0.039 | 0.469 | 0.469 | 0.000 |
| 18 | Policy & Information | 0.042 | | | 0.042 | 0.042 | 0.000 |
| 19 | Corporate Communications | 0.020 | (0.008) | | 0.012 | 0.012 | 0.000 |
| 20 | Legal Services | 0.024 | | | 0.024 | 0.024 | 0.000 |
| 21 | Property/Facilities Mngt | 1.828 | (0.040) | | 1.788 | 1.788 | 0.000 |
| 22 | PPL Charges | 0.381 | | | 0.381 | 0.421 | 0.040 |
| 23 | Authority Costs | 0.064 | 0.005 | | 0.069 | 0.069 | 0.000 |
| 24 | Committee Services | 0.003 | | | 0.003 | 0.003 | 0.000 |
| 25 | Insurances | 0.316 | 0.005 | | 0.321 | 0.321 | 0.000 |
| 26 | Finance (FRS) | (0.074) | | | (0.074) | (0.074) | 0.000 |
| 27 | Finance SLA | 0.098 | | | 0.098 | 0.098 | 0.000 |
| 28 | Budget Holders | 7.440 | (0.113) | 0.059 | 7.386 | 7.426 | 0.040 |
| 29 | Capital Financing | 3.125 | | 0.054 | 3.179 | 2.979 | (0.200) |
| 30 | Capital Financing | 3.125 | 0.000 | 0.054 | 3.179 | 2.979 | (0.200) |
| 31 | Pay Award Provision 17/18 | 0.227 | | | 0.227 | 0.227 | 0.000 |
| 32 | Inflation Contingency 17/18 | 0.171 | | | 0.171 | 0.000 | (0.171) |
| 33 | Unallocated Budget | 0.000 | | | 0.000 | 0.000 | 0.000 |
| 34 | Provisions/Contingencies | 0.398 | 0.000 | 0.000 | 0.398 | 0.227 | (0.171) |
| 35 | Core Budget | 31.741 | (0.113) | 0.113 | 31.741 | 31.463 | (0.278) |
| 36 | To/(from) Other Reserve | (0.054) | | | (0.054) | (0.054) | 0.000 |
| 37 | Net Budget | 31.687 | (0.113) | 0.113 | 31.687 | 31.409 | (0.278) |

Hereford & Worcester Fire and Rescue Service :
Senior Management Board
Capital Budget 2017 - 2018 : 2nd Quarter

| Scheme | Total Budget | Prior Year Expenditure | Current Remaining Budget | Current Year Expd & Commitment | Remaining |
|--|------------------|------------------------|--------------------------|--------------------------------|------------------|
| Vehicles | | | | | |
| 149 - Command Support Unit replacement | 350,000 | - | 350,000 | - | 350,000 |
| 152 - Pump Replacement 15/16 | 1,200,000 | 1,199,765 | 235 | - | 235 |
| 199 - USAR Dog Van | 29,000 | 26,865 | 2,135 | - | 2,135 |
| 204 - USAR ISV | 81,000 | 70,387 | 10,613 | - | 10,613 |
| 208 - 16 - 17 Response Vehicles | 68,000 | 68,222 | - | 222 | -222 |
| 241 - Replacement Pumps 17 - 18 | 1,610,000 | - | 1,610,000 | - | 1,610,000 |
| 242 - Response Vehicles 17 - 18 | 167,000 | - | 167,000 | - | 167,000 |
| 243 - Replacement 4 x 4 | 190,000 | - | 190,000 | - | 190,000 |
| 244 - Replacement RAV | 230,000 | - | 230,000 | - | 230,000 |
| 245 - Replacement White Fleet | 330,000 | - | 330,000 | - | 330,000 |
| Total | 4,255,000 | 1,365,239 | 2,889,761 | - | 2,889,761 |

Major Building

| | | | | | |
|-------------------------------------|-------------------|-------------------|----------------|----------------|----------------|
| 049 - New Malvern Fire Station | 2,122,000 | 1,997,943 | 279 | - | 279 |
| 087 - Malvern Temp FS | - | 123,778 | - | - | 0 |
| 126 - New Worcester Fire Station | 4,429,000 | 4,429,648 | - | 648 | -648 |
| 179 - New Evesham Fire Station | 4,009,000 | 4,134,989 | - | 125,989 | -148,783 |
| 200 - New Hereford Station Prelims | 95,000 | 69,166 | - | 25,834 | -25,834 |
| 238 - Evesham Fire Station Fixtures | 30,000 | 20,839 | - | 9,161 | -9,161 |
| 239 - Evesham Station IT Fit Out | 60,000 | 33,749 | - | 26,251 | -707 |
| 240 - Wyre Forest Hub | 786,000 | - | 786,000 | 786,000 | 0 |
| Total | 11,531,000 | 10,810,112 | 720,888 | 809,502 | -88,613 |

Fire Control

| | | | | | |
|--|------------------|------------------|----------------|----------------|----------------|
| 103 - Fire Control Replacement | 2,287,000 | 1,974,570 | 312,430 | 140,154 | 172,276 |
| 256 - Operational Communication Centre Project | 416,700 | - | 416,700 | 83,374 | 333,326 |
| Total | 2,703,700 | 1,974,570 | 729,130 | 223,529 | 505,602 |

Minor Schemes

| | | | | | |
|--|------------------|------------------|------------------|----------------|------------------|
| 135 - Asbestos Works | 144,765 | 114,729 | 30,036 | 19,618 | 10,418 |
| 178 - UPS Enhancement | 127,432 | 102,432 | 25,000 | - | 25,000 |
| 193 - Station Masts | 133,425 | 103,766 | 29,659 | 1,760 | 27,899 |
| 197 - Public Sector Network Physical Security Measures | 200,000 | 194,400 | 5,600 | 7,268 | -1,669 |
| 201 - Day Crew Plus Hereford | 275,000 | 62,340 | 212,660 | - | 212,660 |
| 202 - Day Crew Plus Worcester | 275,000 | 274,725 | 275 | 5,838 | -5,563 |
| 205 - Redditch Welfare | 100,750 | 87,348 | 13,402 | 873 | 12,530 |
| 209 - Bromyard Station heating | 10,000 | 8,364 | 1,636 | 1,852 | -216 |
| 210 - Droitwich Forecourt | 70,000 | - | 70,000 | - | 70,000 |
| 211 - Eardisley Station Heating | 10,000 | 6,869 | 3,131 | 1,137 | 1,994 |
| 212 - Hereford Staff Welfare | 41,000 | 12,808 | 28,192 | 26,939 | 1,252 |
| 213 - Kingsland Station Heating | 10,000 | 11,109 | - | 1,109 | -1,234 |
| 214 - Kington Station Heating | 10,000 | 9,437 | 563 | 340 | 223 |
| 215 - Ledbury Station Heating | 10,000 | 10,255 | - | 255 | -1,090 |
| 216 - Leintwardine Station Heating | 10,000 | 5,156 | 4,844 | 573 | 4,271 |
| 217 - Pershore Boiler Room | 30,000 | 24,069 | 5,931 | 4,143 | 1,788 |
| 218 - Pershore uPVC Facias | 12,000 | - | 12,000 | - | 12,000 |
| 219 - Ross Station Heating | 12,000 | 10,589 | 1,411 | 1,352 | 60 |
| 220 - Stourport Station Heating | 10,000 | 4,219 | 5,781 | 871 | 4,909 |
| 221 - Upton Bay Floor | 40,000 | 16,993 | 23,007 | - | 23,007 |
| 222 - Alerter Transmitters | 175,000 | - | 175,000 | 696 | 174,304 |
| 223 - SAN Replacement | 65,000 | 63,118 | 1,882 | - | 1,882 |
| 224 - Audit Software | 35,000 | - | 35,000 | - | 35,000 |
| 225 - Hardware Replacement | 69,200 | - | 69,200 | - | 69,200 |
| 226 - Eardisley Asbestos | 30,000 | - | 30,000 | - | 30,000 |
| 227 - Fownhope Asbestos | 30,000 | - | 30,000 | - | 30,000 |
| 228 - Kingsland Drill Tower | 10,000 | - | 10,000 | - | 10,000 |
| 229 - Pershore Female Muster Area | 20,000 | - | 20,000 | - | 20,000 |
| 230 - Pershore Forecourt | 15,000 | - | 15,000 | - | 15,000 |
| 231 - Ross Bay Doors | 15,000 | - | 15,000 | - | 15,000 |
| 232 - Tenbury Forecourt | 15,000 | - | 15,000 | - | 15,000 |
| 233 - Upton Rear Bay Door | 13,000 | - | 13,000 | - | 13,000 |
| 234 - Whitchurch Asbestos | 30,000 | - | 30,000 | - | 30,000 |
| 235 - Hardware Replacement | 176,350 | - | 176,350 | - | 176,350 |
| 236 - Patient Report Form IRS System | 7,600 | - | 7,600 | 3,900 | 3,700 |
| 237 - Intel Software | 14,500 | - | 14,500 | - | 14,500 |
| 246 - ICT Strategy Wide Area Network | 125,000 | - | 125,000 | 36,543 | 88,457 |
| 247 - ICT Strategy Cloud Services | 100,000 | - | 100,000 | - | 100,000 |
| 248 - ICT Strategy Sharepoint | 200,000 | - | 200,000 | - | 200,000 |
| 249 - ICT Strategy Professional Services | 150,000 | - | 150,000 | - | 150,000 |
| 250 - ICT Strategy Equipment | 250,000 | - | 250,000 | - | 250,000 |
| 251 - Droitwich Welfare Works | 82,000 | - | 82,000 | 5,665 | 76,335 |
| 252 - Service Wide Window Security | 100,000 | - | 100,000 | - | 100,000 |
| 253 - Eardisley Rear Extension | 95,000 | - | 95,000 | - | 95,000 |
| 254 - Leintwardine Rear Extension | 95,000 | - | 95,000 | - | 95,000 |
| 255 - Re Location Community Risk To Worcester | 65,000 | - | 65,000 | 6,686 | 58,314 |
| Total | 3,514,021 | 1,122,724 | 2,391,297 | 128,124 | 2,263,173 |

| | | | | | |
|--|-------------------|-------------------|------------------|------------------|------------------|
| Capital Budget Approved Schemes | 22,003,721 | 15,272,644 | 6,731,077 | 1,161,154 | 5,569,923 |
|--|-------------------|-------------------|------------------|------------------|------------------|

Schemes awaiting approval #

Wyre Forest, Hereford, Redditch, Hindlip, North Herefordshire STF

| | | | | | |
|--|-------------------|----------|-------------------|----------|-------------------|
| Schemes subject to tendering or approval | 18,041,644 | - | 18,041,644 | - | 18,041,644 |
| Total | 18,041,644 | - | 18,041,644 | - | 18,041,644 |

| | | | | | |
|-------------------------|-------------------|-------------------|-------------------|------------------|-------------------|
| Capital Strategy | 40,045,365 | 15,272,644 | 24,772,721 | 1,161,154 | 23,611,567 |
|-------------------------|-------------------|-------------------|-------------------|------------------|-------------------|

Report of the Treasurer

Medium Term Financial Plan (MTFP) Update

Purpose of Report

1. To review the current Medium Term Financial Plan.
-

Recommendations

It is recommended that the current resources position be noted and a further report be brought to the Committee when the key funding information has been made available.

Background

2. In February 2017 the Fire Authority agreed a revised MTFP for 2017/18 to 2020/21 which identified annual cumulative savings of £1.553m by 2020/21.
3. This interim budget gap was met by a prudent use of resources to permit planned efficiency measures to fully deliver savings for the 2020/21 year.
4. In June 2017, as part of the closedown process there was a minor realignment of expected excess staff costs and corresponding use of reserves. This did not change the overall position which is detailed in Appendix 1 line 28.
5. In addition, the Appendix has been rolled forward to include an additional year, based on further estimates of grants and inflation, and the full implementation of planned efficiency measures.

Review of Available Resources (Funding)

6. At this stage there is no further information on the resources position:
7. Whilst grant allocations to 2019/20 have been given, the position thereafter is much less clear. It is not certain if the proposed introduction of full rates retention will be implemented, due to other pressures on legislative time, and it is still not determined whether Fire will be part of the arrangement anyway.
8. Government is also in the process of reviewing the allocation methodology, both in terms of the distribution of the fire share between Authorities and the relative size of the fire share.
9. Given that it is unlikely that the local government allocation will increase, the pressures on Adult and Children's Social care put the current Fire share at risk.

10. It may be that the Budget delivered by the Chancellor today (22nd November) may give some indications of direction, but it will be a few weeks before any Authority level information is available.
11. As a precaution the MTFP assumes that grant (or equivalent) in 2020/21 is 10% lower than in 2019/20, and a further 10% lower in 2021/22. At the most recent analysis this caution was not shared by all Authorities.
12. Whilst it is expected that the council tax-base has grown overall slightly faster than expected, there is as yet no detail on the exact impact. Estimates are anticipated in late November, with confirmed figures in January 2018.
13. Similarly, there is no information on business rate yields.
14. At this point therefore, there are no changes to the funding side of the MTFP.

Expenditure Requirement

15. There are now a number of known and potential changes to the current expenditure forecasts. These are outlined below, and summarised in Appendix 1 Line 37.
16. Line 29 – 2017/18 Inflation saving: Provision made within the 2017/18 budget and carried forward into 2018/19 and beyond is not required and can be removed.
17. Line 30 – Excess Staff: The reduction in excess staff has been significantly faster than originally anticipated, particularly as a result of the voluntary redundancy arrangements, with a consequential saving in costs.
18. Line 31 – July 2017 Grey Book pay award: whilst the 2% employers offer has been rejected by the Fire Brigades Union (FBU) it remains as an offer, and it is prudent to anticipate the additional 1% cost above that currently provided in the MTFP.
19. Line 32 – July 2018 pay award: Whilst there are no definitive decisions, the current negotiations suggest that settlement to the 2017 award may involve future awards greater than 1%. As a cautious measure an additional 1% is provided in 2018/19.
20. Lines 33-35 – HQ relocation: Plans are now sufficiently established to bring forward the phasing of savings arising from the move of Fire HQ to the police HQ site.
21. Line 36 – Property: On behalf of the Authority, Place Partnership (PPL) have carried out a detailed condition survey of all current properties. Whilst the final results are still awaited it would be prudent to set aside funds to carry out any works to prevent any further deterioration.

22. It is possible that agreement on revised crewing arrangements will be agreed shortly, and the resultant savings, and any transitional costs can be phased into the MTFP.

General Balances

23. The current MTFP assumption of using £0.300m of balances in 2018/19 remains, leaving the core balance at £1.538m as agreed.
24. Relative to other Fire Authorities this level of balance is not high, and it should be noted that Fire Authorities now bear a risk in relation to council tax benefit and business rate yield, and so are more directly connected to local economic conditions.
25. Whilst this level of balances remains prudent there is an opportunity cost of holding reserves. They could be used to finance one off expenditure or to temporarily reduce the council tax precept. The risk, of course, is that if reserves are reduced there is less capacity to meet unforeseen or unexpected expenditure pressures, and a temporary reduction in council tax cannot be readily recovered.

Earmarked Reserves

26. Other than the reserves held to fund expenditure that will happen at some point in the future the balance of these reserves are committed to supporting the budget in line with the agreed strategy.

Overall Position

27. Taking into account all these changes the interim net position is shown in Appendix 1 Line 38 and shows a remaining gap of £0.946m for 2021/22 (i.e. four and a half years away).
28. This gap is largely a result of further assumptions of grant cuts £0.486m and the impact of potential 2% pay awards in 2017/18 and 2018/19 (net of base inflation savings) £0.349m.

Future Progress

29. Officers will continue to refine the budget figures and will receive final tax-base, collection fund figures and estimated business rate income.
30. There is a further meeting of the Policy and Resources Committee on 31 January 2018 and the Fire Authority will meet on 14 February 2018 to agree a budget and precept for 2018/19.

Corporate Considerations

| | |
|---|--------------------|
| Resource Implications (identify any financial, legal, property or human resources issues) | Yes – whole report |
| Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications). | Yes – whole report |
| Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores). | No |
| Consultation (identify any public or other consultation that has been carried out on this matter) | No |
| Equalities (has an Equalities Impact Assessment been completed? If not, why not?) | n/a |

Supporting Information

Appendix 1: Medium Term Financial Forecasts: Nov 2017

Background Papers

Fire Authority 15 February 2017: Budget and Precept 2017/18 and MTFP

Contact Officer

Martin Reohorn, Treasurer

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Hereford & Worcester Fire Authority 2017/18

Medium Term Financial Forecasts: Nov 2017

MTFP as approved Feb 2017 and amended June 2017

| | 2017/18 Budget £m | 2018/19 Forecast £m | 2019/20 Forecast £m | 2020/21 Estimate £m | 2021/22 Estimate £m |
|--|-------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| 1 CORE NET EXPENDITURE | 31.687 | 31.925 | 33.069 | 33.576 | |
| 2 Core Net Expenditure 2020/21 | | | | | 33.576 |
| 3 Pay Awards (1% pa) | | | | | 0.227 |
| 4 General Inflation | | | | | 0.300 |
| 5 LGPS Revaluation | | | | | 0.010 |
| 6 Capital Programme | | | | | 0.100 |
| 7 Crewing Changes | | | | | (0.250) |
| 8 Hindlip Move - release of existing HQ | | | | | (0.240) |
| 9 Hindlip Move - reduction in running costs | | | | | (0.080) |
| 10 Hindlip Move - back office efficiencies | | | | | (0.100) |
| 11 Fire Control | | | | | (0.500) |
| 12 Wyre Forest | | | | | (0.100) |
| 13 | 31.687 | 31.925 | 33.069 | 33.576 | 32.943 |
| 14 Excess Staff | 0.837 | 0.476 | | | |
| 15 TOTAL NET EXPENDITURE | 32.524 | 32.401 | 33.069 | 33.576 | 32.943 |
| 16 CORE FUNDING | (31.328) | (31.423) | (31.780) | (32.023) | |
| 17 Core Funding 2020/21 | | | | | (32.023) |
| 18 Further 10% cut in Grant | | | | | 0.486 |
| 19 Business Rates Poundage | | | | | (0.050) |
| 20 Precept - Tax-base/Band D (1.96%) | | | | | (0.759) |
| 21 Rural Services Delivery Grant | (0.088) | (0.067) | (0.088) | | |
| 22 Transitional Grant | (0.142) | | | | |
| 23 Council Tax Collection Fund | (0.238) | | | | |
| 24 Business Rates Collection Fund | (0.025) | | | | |
| 25 TOTAL FUNDING | (31.821) | (31.490) | (31.868) | (32.023) | (32.346) |
| 26 GAP | 0.703 | 0.911 | 1.201 | 1.553 | 0.597 |
| 27 Use of Reserves | (0.703) | (0.911) | (1.201) | (1.553) | |
| 28 RESIDUAL GAP | 0.000 | 0.000 | 0.000 | 0.000 | 0.597 |
| October 2017 Updates | | | | | |
| 29 2017/18 Inflation Saving | (0.171) | (0.171) | (0.171) | (0.171) | (0.171) |
| 30 Savings on Costs of Excess Staff | (0.737) | (0.476) | | | |
| 31 2% Grey book Pay Award Jul 2017 | 0.195 | 0.260 | 0.260 | 0.260 | 0.260 |
| 32 Potential 2% Award Jul 2018 | | 0.195 | 0.260 | 0.260 | 0.260 |
| 33 Hindlip Move - release of existing HQ | | (0.120) | (0.240) | (0.240) | |
| 34 Hindlip Move - reduction in running costs | | (0.040) | (0.080) | (0.080) | |
| 35 Hindlip Move - back office efficiencies | | | (0.029) | (0.100) | |
| 36 Provision for Property Maintenance | 0.713 | 0.352 | 0.000 | 0.071 | 1.136 |
| 37 | 0.000 | 0.000 | (0.000) | 0.000 | 0.349 |
| 38 REVISED GAP | 0.000 | 0.000 | (0.000) | 0.000 | 0.946 |

Report of the Head of Operational Support

Review of Cost Recovery for Chargeable Special Services – 2017/18

Purpose of report

1. To increase the cost recovery based charges made for certain operational non-emergency special services calls by the Authority.

Recommendation

It is recommended that:

i) the fees for chargeable operational non-emergency special services be revised as set out in Appendix 1 with immediate effect;

ii) in future this item be considered annually as part of the Budget and Precept Report to the Fire Authority.

Introduction and Background

2. Hereford & Worcester Fire and Rescue Service (HWFRS) have a statutory obligation to provide a range of services across the two counties. HWFRS may also use their services and equipment for purposes other than fighting fires and rescues and are able in certain circumstances to recover the costs for such services under Section 18A of the Fire Services Act 2004.
3. These activities are known as “chargeable special services” and cost recovery will take place where appropriate, it should however be noted that not all special services are chargeable. Annual income from these limited types of activities is extremely modest and infrequent (income from these activities is variable however last year 2016/17 totalled £20,668).
4. The Authority has previously (in 2010/11) agreed the types of incidents where chargeable cost recovery will apply, as follows:
 - Lift rescues and gaining access
 - Environmental protection (non-emergency) services
 - Non domestic water removal and pumping services
 - Dangerous structures
 - Officer and staff hourly rates for applicable work requests
 - Statutory allowed charges for data and information requests

Except in the case of certain statutorily prescribed fees, the level of charges has to be based on cost recovery and cannot include a profit element. This paper is not seeking to change or modify the above criteria; however, this paper does seek an increase in cost recovery based charges for these services, in line with the rising costs incurred by the Authority.

Fees and Charges

5. The Authority has maintained the level of fees and charges without any increases since the last review was carried out in 2010/11, which was set at £217 per hour for a standard fire engine and crew and proportional amounts for other assets and staff.
6. A review has recently been undertaken by the Treasurer to assess the levels of fees and charges currently applied within the Authority against a cost recovery model. These costs have also been compared with other neighbouring Fire and Rescue Services.
7. The proposed revised costs in this paper also broadly align to the level of cost recovery based fees and charges applied by Shropshire Fire and Rescue Service.
8. It is proposed that the charge is increased to £239.17 excluding VAT, which after application of current VAT results in a charge of £287 for a standard fire engine and crew per hour. Other assets will have a similar proportionate rise applied (See Appendix 1), and statutory permitted charges for data and information requests will be also be applied, as appropriate.

Future Annual Review

9. It is proposed that the chargeable special services will be reviewed in February 2018 for 2018/19 and annually thereafter as part of the Annual Budget and Precept Report.

Corporate Considerations

| | |
|--|------------|
| Resource Implications (identify any financial, legal, property or human resources issues) | None |
| Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications). | None |
| Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores). | None |
| Consultation (identify any public or other consultation that has been carried out on this matter) | None |
| Equalities (has an Equalities Impact Assessment been completed? If not, why not?) | None – N/A |

Supporting information

Appendix 1 – 2017/18 Fees and Charges

Contact Officer

Jon Pryce, Area Commander
Head of Operations Support
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Appendix 1

Fees and Charges - 2017/18

| EXPENDITURE TYPE | | 2010/11 INCLUSIVE OF VAT (where relevant) | | REVISED NET TOTAL | VAT TO BE APPLIED | PROPOSED CHARGE FROM 1 DECEMBER 2017 | ANNUAL AVERAGE INCREASE % |
|---|--|---|----------|-------------------|-------------------------|--|---------------------------------|
| Attendance by pumping appliance (inclusive of crew) | | 260.40 | | 239.17 | 47.83 | 287.00 | 1.5% |
| Attendance by special appliance (inclusive of crew) | | 346.80 | | 318.33 | 63.67 | 382.00 | 1.4% |
| Attendance by ancillary vehicles | | 87.95 | | 80.83 | 16.17 | 97.00 | 1.5% |
| High Volume Pump (HVP) deployment and recovery | | 1,296.00 | | 1,190.83 | 238.17 | 1,429.00 | 1.5% |
| And per hour | | 408.00 | | 375.00 | 75.00 | 450.00 | 1.5% |
| Attendance by personnel: | | | | | | | |
| - Firefighter, Crew and Watch Commander | | 40.19 | | 36.67 | 7.33 | 44.00 | 1.2% |
| - Station Commander | | 46.21 | | 42.50 | 8.50 | 51.00 | 1.5% |
| - Officers above Station Commander | | 53.81 | | 49.17 | 9.83 | 59.00 | 1.4% |
| - Others, support staff, mechanics | | 20.47 | | 19.17 | 3.83 | 23.00 | 1.8% |
| Interviewing officers x rate of role | | | | | | | |
| Costs of travel and subsistence incurred | | 183.60 | | 168.33 | 33.67 | 202.00 | 1.4% |
| Data Protection Act – Subject Access request; where an individual arranges with the Service, to specifically inspect or request a copy of the data held that they are entitled to view. | | 10.00 | Standard | 10.00 | n/a | 10.00 | |

Report of the Head of Corporate Services

2017-18 Performance Report: Quarters 1 & 2

Purpose of report

1. This report is a summary of the Service's Quarters 1 & 2 performance against a comprehensive set of Performance Indicators agreed by the Senior Management Board (SMB).
-

Recommendations

It is recommended that Members note the following headlines drawn from Appendix 1 relating to performance in Quarter 1 & 2, 2017-18:

- i) *A total of 3617 incidents were attended in Quarters 1 & 2, an increase of 0.3% (11 incidents) over the same period in 2016-17, and 4.4% (159 incidents) higher than the average for the last five years.*
- ii) *The majority of the increase in Quarters 1 & 2 can be accounted for by a rise in the numbers of Secondary Fire incidents (primarily with a spike in Q1, in isolation Q2 is lower than the same period of 2016-17). Special Service incidents have increased slightly, whilst False Alarms were down (72 incidents):*
 - a. *Fires: an increase of 59 incidents for this period over the previous year is largely accounted for by an increase in Secondary outdoor Fires (up by 54 incidents) due to the warmer summer period.*
 - b. *Special Services: there was an increase of 24 incidents over the period. Most subcategories have increased slightly; these include Road Traffic Collisions (RTCs), assisting other Agencies, Rescue/Evacuation from Water, Spills and Leaks (non-RTC) and Ring Removal. The areas in which decreases have occurred are lift releases (9 incidents).*
 - c. *False Alarms: there was a decrease of 72 incidents overall when compared to the same period in 2016-17. Only a minor increase of the sub-category of Malicious False Alarms went up (7 incidents).*
- iii) *Overall Staff Sickness levels are 2.90 days lost per head, which is outside of tolerance levels set (see paragraph 3 below) for Quarter 1 & 2.*

- iv) The Service attended 60.8% (344 incidents) of Building Fires within 10 minutes in Quarters 1 & 2 compared with 62.5% in the same period in 2016-17. The average time for the first fire appliance attendance at all building fires was nine minutes and forty two seconds.**
- v) The overall availability of the first On-Call (Retained) fire appliance remains high at 89.5%; however this has decreased by 1.6 % when compared to the same period in 2016-17.**

Introduction

- 2. The Service gathers data on a range of Performance Indicators covering response and prevention activity, absence management and On-Call (Retained) availability. This is reported on a quarterly basis to the Policy and Resources Committee and SMB. The report includes commentary of any changes compared to the previous year and discussion of any exceptions to expected performance.

Tolerance Levels

- 3. Each Performance Indicator is tested against tolerance levels anticipated for the year, based on the average of the same Quarter over the three previous years. The tolerance levels provide a range between which performance is expected to fluctuate, and are generally 10% above and below the average levels for each specific indicator.
- 4. Seven indicators were out of tolerance at the end of Quarters 1 & 2, 2017-18: Total incidents, Total Fires, Primary Fires, Secondary Fires, Special Service, False Alarms and the percentage of Building Fires attended by the first fire appliance within 10 minutes of the time of call. These indicators are analysed in more detail in Appendix 1, together with an overview of operational activity and an analysis of Retained appliance availability.

Quarter 1 Performance

- 5. Quarters 1 & 2 saw 11 incidents or a 0.3% increase in the total number of incidents attended by the Service compared to the same period last year, or a 4.7% increase compared to the 5 year average of 3,458.
- 6. In terms of Fires, there were 16 Primary Fires and 11 fewer Chimney Fires over the period in Quarters 1 & 2 compared to the same period last year. The number of Building Fires, which form the largest proportion of Primary Fires, was 344, an increase of 22 incidents over the same period in 2016-17. There were 2 fatalities in Primary Fires during this period. The largest reduction of incidents was in Chimney Fires (63 to 23) a 63.5% reduction over 5 years.

7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarters 1 & 2 increased by 24 incidents compared to the same period in 2016-17, Quarters 1 & 2 2017-18 is 11.6% higher than the 5-year average. There were 4 more Road Traffic Collisions (RTC), the majority of these incidents involved making the vehicle and/or scene safe. The Service attended 4 fatalities in RTC incidents during Quarters 1 & 2. Flooding incidents increased from 34 in Quarters 1 & 2 2016-17 to 39 in Quarter 1 & 2 2017-18. Animal assistance incidents also increased from 72 to 78.
8. There was a 4.1% decrease (72 incidents) in the number of incidents in the False Alarm category in Quarters 1 & 2 over the same period in 2016-17. 46.2% of these incidents involved 'life risk' premises, such as residential properties, sheltered housing, hospitals, hotels, nursing homes, prisons etc. Calls to 'life risk' premises that result in a false alarm categorisation are mainly accounted for by faults on system or cooking related incidents between the hours of 8am-6pm.
9. The number of days lost to sickness absence for all staff has gone outside of tolerance levels (see paragraph 3 above) but continues to compare favorably with others, such as Worcestershire County Council on all staff sickness levels.
10. The percentage of Building Fires attended within 10 minutes by the first fire appliance was 60.6% during Quarters 1 & 2; a decrease of 1.7% compared to the same period in 2016-17, and continues to remain below the 75% stretched target set in the Service's Attendance Standard.
11. The availability of the first On-Call (Retained) fire appliance decreased by 1.6% to 89.5% in Quarters 1 & 2 compared to Quarters 1 & 2 over the same period in 2016-17. Within this, On-Call crews at Ross-on-Wye Fire Station maintained 100% availability.

Conclusion/Summary

12. Further detail and analysis regarding the above headlines for performance in Quarters 1 & 2 of 2017-18 is included in Appendix 1.
13. The Senior Management Board will continue to receive reports based on the measures the Service is taking to stay within tolerance levels. Where improvements are required, any necessary action will be reported to the Policy and Resources Committee.

Corporate Considerations

| | |
|---|--|
| Resource Implications (identify any financial, legal, property or human resources issues) | None at present |
| Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do) | The areas included link with the Fire Authority Annual Report and the strategic objectives of the Service. |
| Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores). | None |
| Consultation (identify any public or other consultation that has been carried out on this) | None |
| Equalities (has an Equalities Impact Assessment been) | No, the report concerns operational activity and other areas of general performance, but not from an equalities viewpoint. |

Supporting Information

Appendix 1 – Fire Authority 2017-18 Performance Report: Quarters 1 & 2

Appendix 2 – HWFRS Community Risk Activity: Quarters 1 & 2

Contact Officer

Jean Cole, Head of Corporate Services

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Fire Authority 2017-18 Performance Report: Quarter 1 & 2

This report reviews the Service's overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as Absence Management statistics and On-Call (Retained) Firefighter availability.

In the following sections, each graph includes a black line indicating an average monthly total over the previous three years for that statistic, with red and green lines indicating 10% upper and lower tolerance thresholds. The report reviews any negative factors affecting performance outside the tolerance levels.

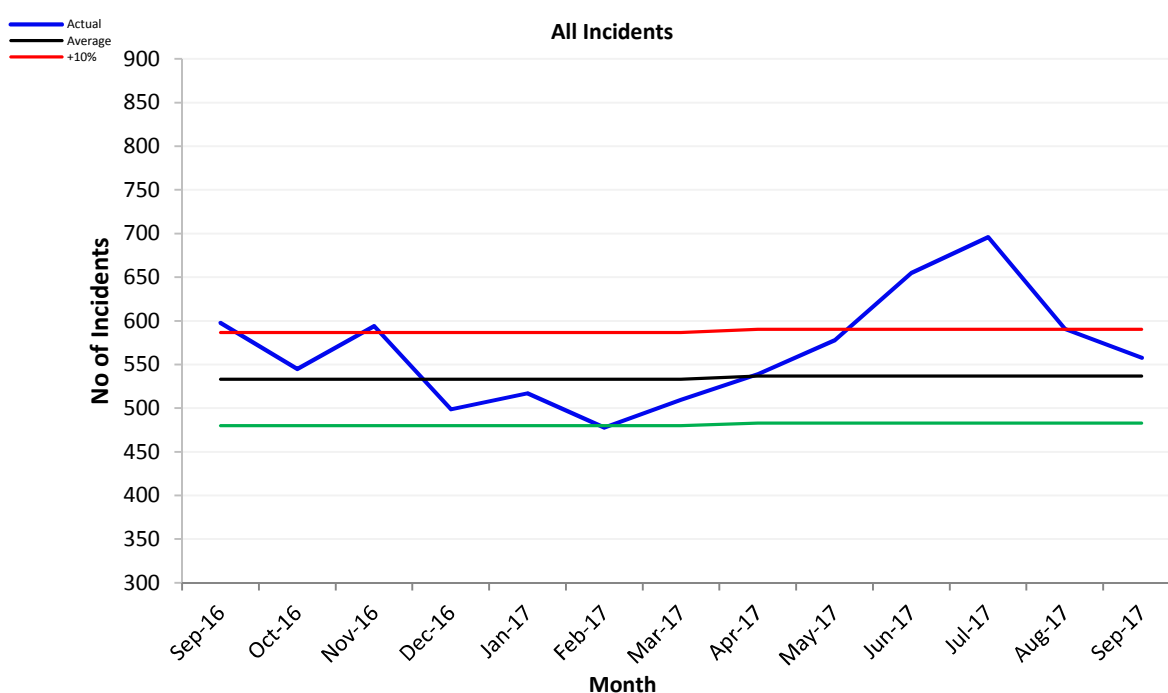
1. Operational Activity

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

** Special Services are incidents other than fires and false alarms, and include; road traffic collisions, flooding, person rescues, lift rescues, spills and leaks and animal rescues.*

1.1 Total Incidents Attended

The total number of incidents attended in Q1 & Q2 2017-18 was 3,617 which is an increase of 5.6% (94 incidents) compared with Q1 & Q2 2016-17. The majority of the increase is accounted for by a rise of 5.6% (59 incidents) in Fire incidents (predominately Secondary fires 11.4% (54 incidents) followed by an increase in Special Service calls of 3.1% (24 incidents). False Alarms were down (72 incidents), a fall of 4.1%.

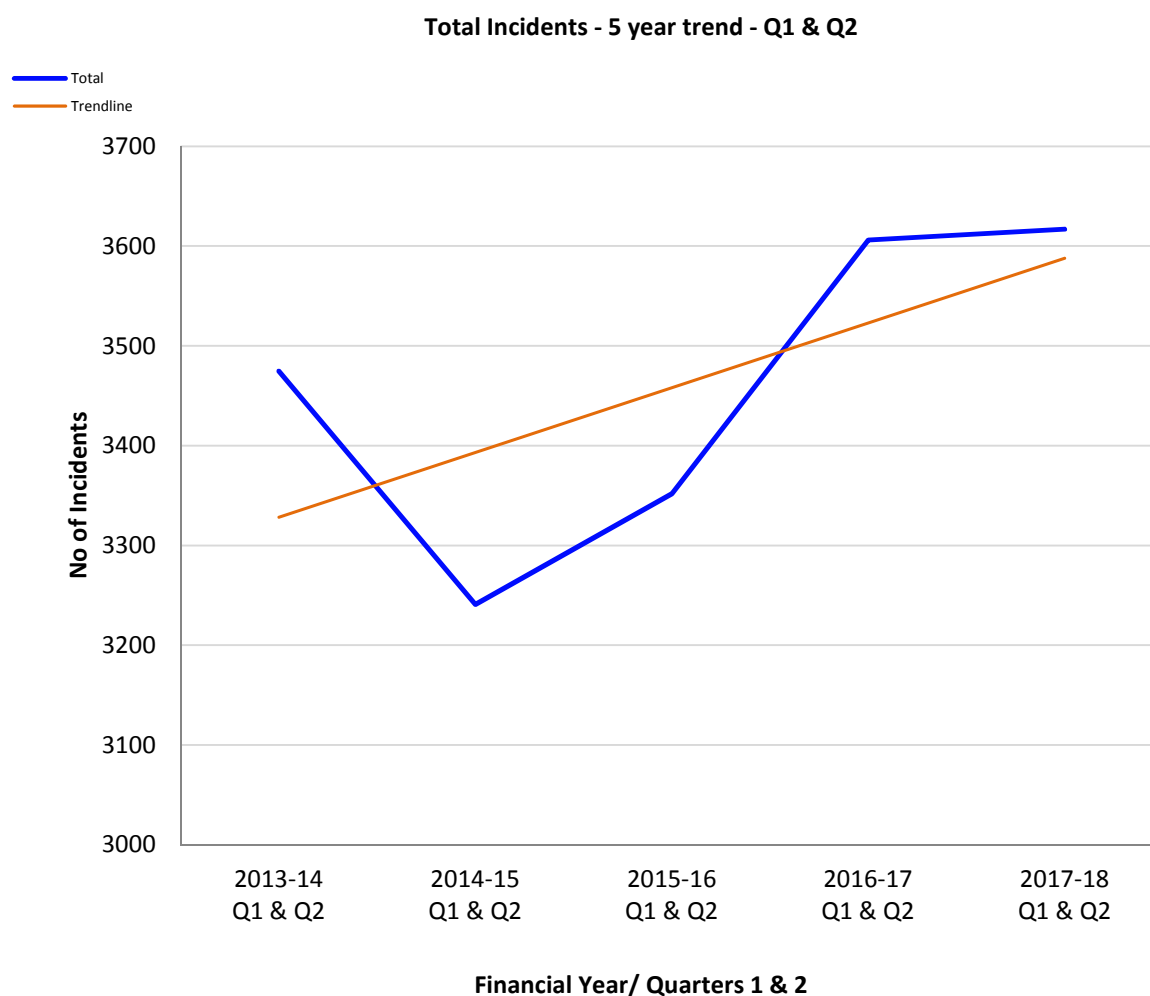


(Figure 1 – Total Incidents per month: Sept 2016 to Sept 2017)

| Total Incidents | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|------------------------|---------------|---------------|------------|
| All Fires | 1057 | 1116 | 5.6 |
| Special Services | 779 | 803 | 3.1 |
| False Alarms | 1770 | 1698 | -4.1 |
| Total Incidents | 3606 | 3617 | 0.3 |

(Table 1 – Total Incidents: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

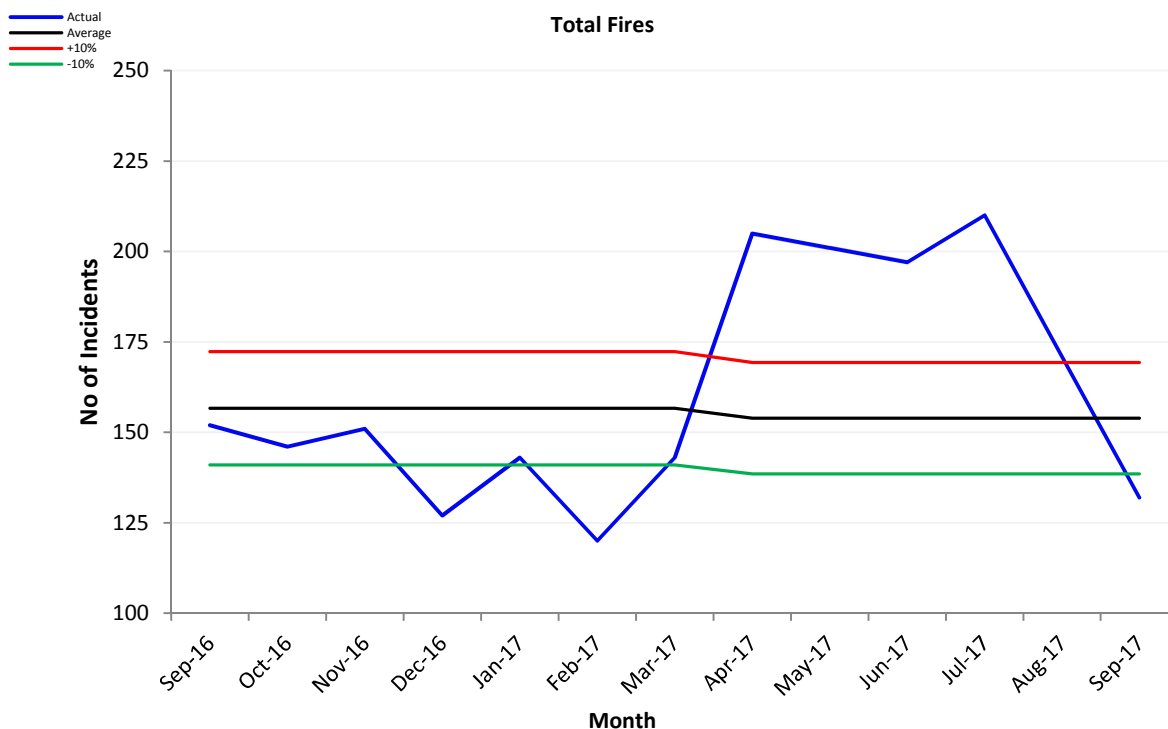
- Total Fire Incidents, which include Primary, Secondary and Chimney Fires, were 5.6% higher (59 incidents) than the same period in 2016-17. This is largely accounted for by the 11.4% increase in Secondary Fires (54 incidents), This can be accounted for by the 48.5% (98 incidents) in Q1 as in isolation Q2 2017-18 is lower than Q2 2016-17.
- A nominal increase of 2.9% increase of Primary Fires (30 incidents).
- The number of Special Service incidents has increased by 3.1% (24 incidents) compared with the same period in 2016-17.
- The total number of False Alarm incidents decreased by 4.1% (72 incidents) compared with the same period in 2016-17.



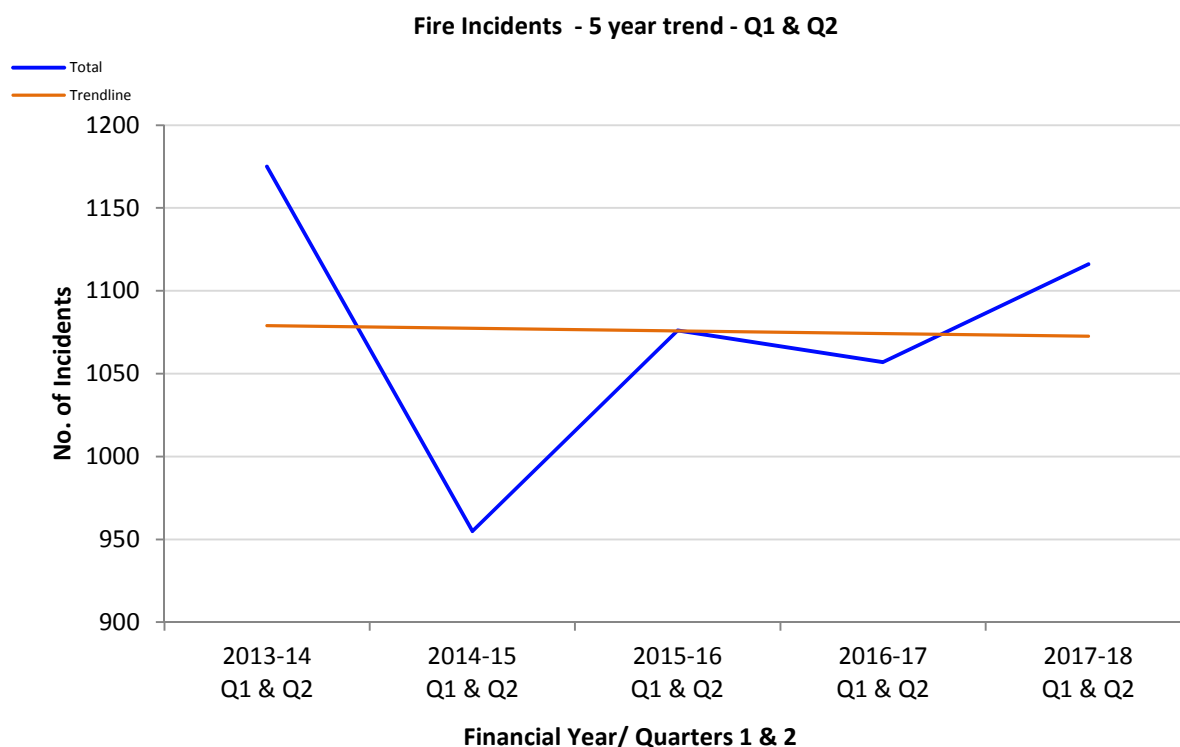
(Figure 2 – All Incidents: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

1.2 Total Number of Fires

The number of fires has increased by 5.6% (59 incidents) in Q1 & Q2 2017-18 compared with the same period in 2016-17. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreases during winter. Figure 4 shows the total number of fires in Q1 & Q2 for the last 5 years.



(Figure 3 – Total Fires per month: Sept 2016 to Sept 2017)



(Figure 4 – Fire Incidents: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

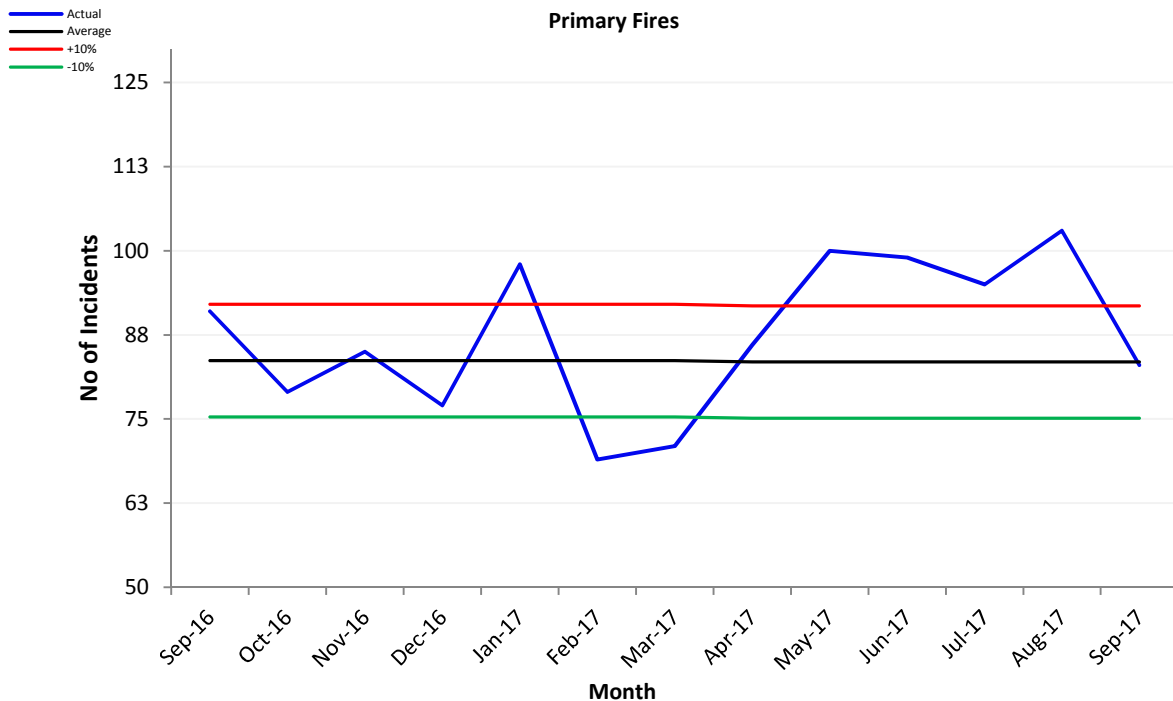
| Total Fires | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|--------------------|--------------------------|--------------------------|-----------------|
| Primary Fires | 550 | 566 | 2.9 |
| Secondary Fires | 473 | 527 | 11.4 |
| Chimney Fires | 34 | 23 | -32.4 |
| Total Fires | 1057 | 1116 | 5.6 |

(Table 2 –Total Fires: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

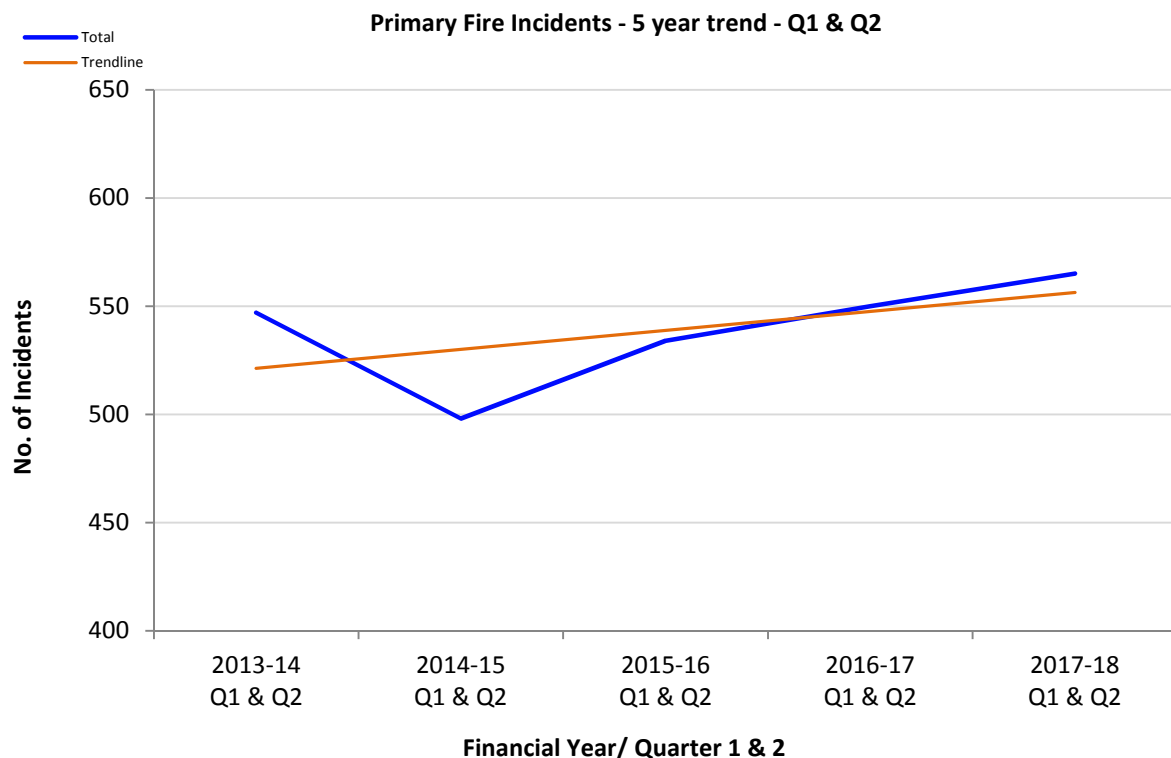
- The number of Primary Fire incidents increased by 16 incidents in Quarter 1 & 2 of 2017-18 compared to the same period in 2016-17, representing an increase of 2.9%.
- The number of Secondary Fires increased by 54 incidents (11.4%) compared with the same period in 2016-17.
- The number of Chimney Fires has decreased by 11 incidents (32.4%) compared with the same period in 2016-17, 60.0% than in 2013-14 Q1 & Q2 (See Figure 6).
- During Quarter 1 & 2, Community Risk activity included 2020 Home Fire Safety Checks (HFSCs) which target vulnerable households, 645 Business Fire Safety Checks (BFSCs) and 727 Signposting referrals to other support agencies, all detailed in Appendix 2.
- Fire Safety officers continue to deliver the Houses of Multi-Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcement activity, also shown in Appendix 2.

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. In Quarter 1 & 2 of 2017-18, there was an increase of 2 Building Fires compared to the same period of 2016-17. Vehicle and Transport Fires have increased the most (13 incidents) compared with the same period in 2016-17. Building Fires continue to represent the greatest proportion (56.9%) of all Primary Fires.



(Figure 5 – Primary Fires per month: Sept 2016 to Sept 2017)



(Figure 6 – Primary Fires: Q1 & Q2 2013-14 and Q1 & Q2 2017-18)

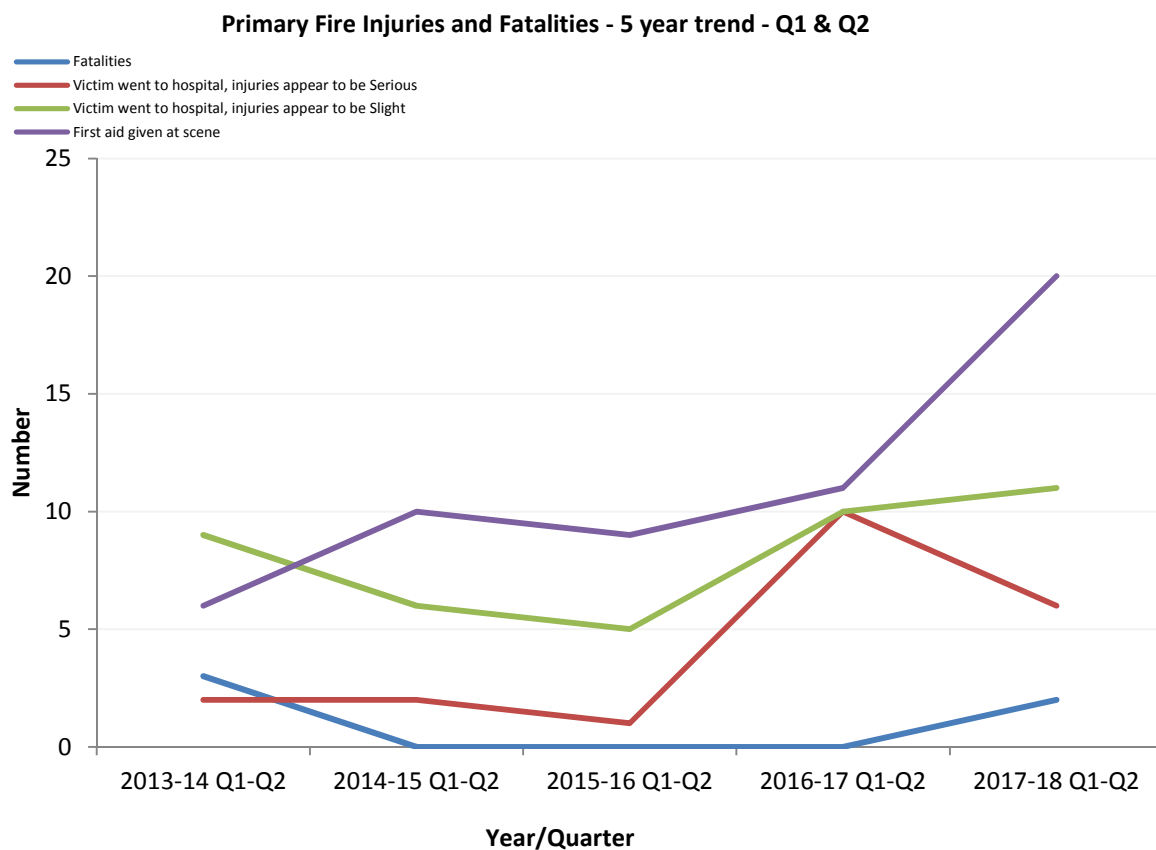
| Primary Fires | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|---------------------------|---------------|---------------|------------|
| Building Fires | 320 | 322 | 0.6 |
| Vehicle & Transport Fires | 162 | 175 | 8.0 |
| Outdoor Fires | 68 | 69 | 1.5 |
| Total | 550 | 566 | 2.9 |

(Table 3 – Primary Fires: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

- The number of Building Fires increased by 0.6% compared with the same period in 2016-17.
- There have been a total of 16 minor cell fire incidents at HMP Hewell and HMP Long Lartin in Quarter 1 & 2. Whilst the Fire Service do not have jurisdiction over prisons, Community Risk and local crews are working with the Crown Premises Inspection Group to reduce incident numbers.
- Technical Fire Safety continues to work with businesses and post-fire audits are completed following all fires in business premises.
- Vehicle & Transport Fires increased by (8.0%) 13 incidents compared with the same period in 2016-17. Car Fires continue to account for the greatest proportion (53.7%) in this category with 94 incidents.
- Primary Outdoor Fires totalled 69 incidents in Q1 & Q2 2017-18 compared with 68 incidents in the same period in 2016-17. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.
- There were 2 fatalities at Primary Fires during Quarter 1 & 2 in 2017-18.
- Casualties who attended hospital with apparent 'serious' injuries decreased from 10 to 6; however those who attended hospital with apparent 'slight' injuries increased from 10 to 11.
- The greatest proportion of injuries reported were under the categories 'Victim went to hospital, injuries appear to be Slight' and 'First Aid given at scene', see Table 4 and Figure 7 below.

| Primary Fires Casualty: severity | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|--|------------------|------------------|-------------|
| Fatalities | 0 | 2 | 100.0 |
| Victim went to hospital, injuries appear to be Serious | 10 | 6 | -40.0 |
| Victim went to hospital, injuries appear to be Slight | 10 | 11 | 10.0 |
| First aid given at scene | 11 | 20 | 81.8 |
| Total | 31 | 39 | 25.8 |

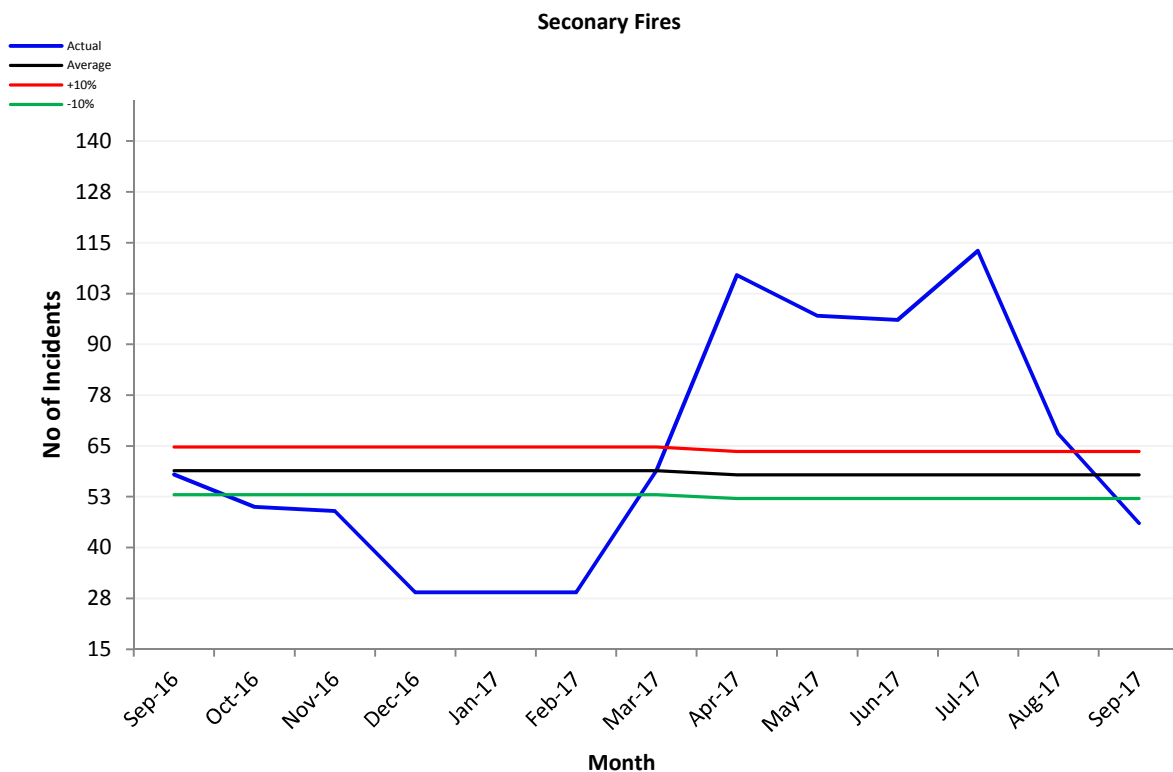
(Table 4 – Primary Fires Casualties: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)



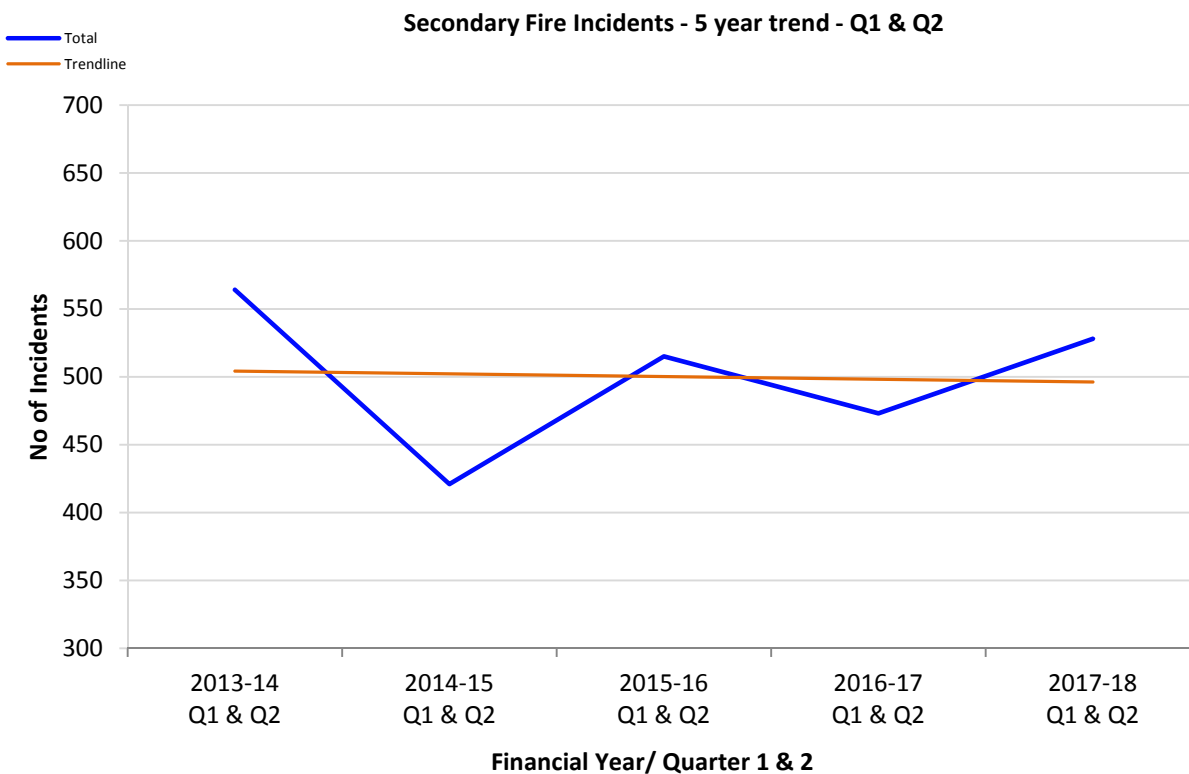
(Figure 7 – Primary Fires: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

1.4 Secondary Fires

Secondary Fires include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was a 11.4% increase (54 incidents) in Secondary Fires in Quarter 1 & 2 2017-18 compared with the same period in 2016-17. This is mostly accounted for by a 29.9% increase in Other Outdoors incidents (including land).



(Figure 8 – Secondary Fires per month: Sept 2016 - Sept 2017)



(Figure 9 – Secondary Fires: Q1&2 2013-14 to Q1&2 2017-18)

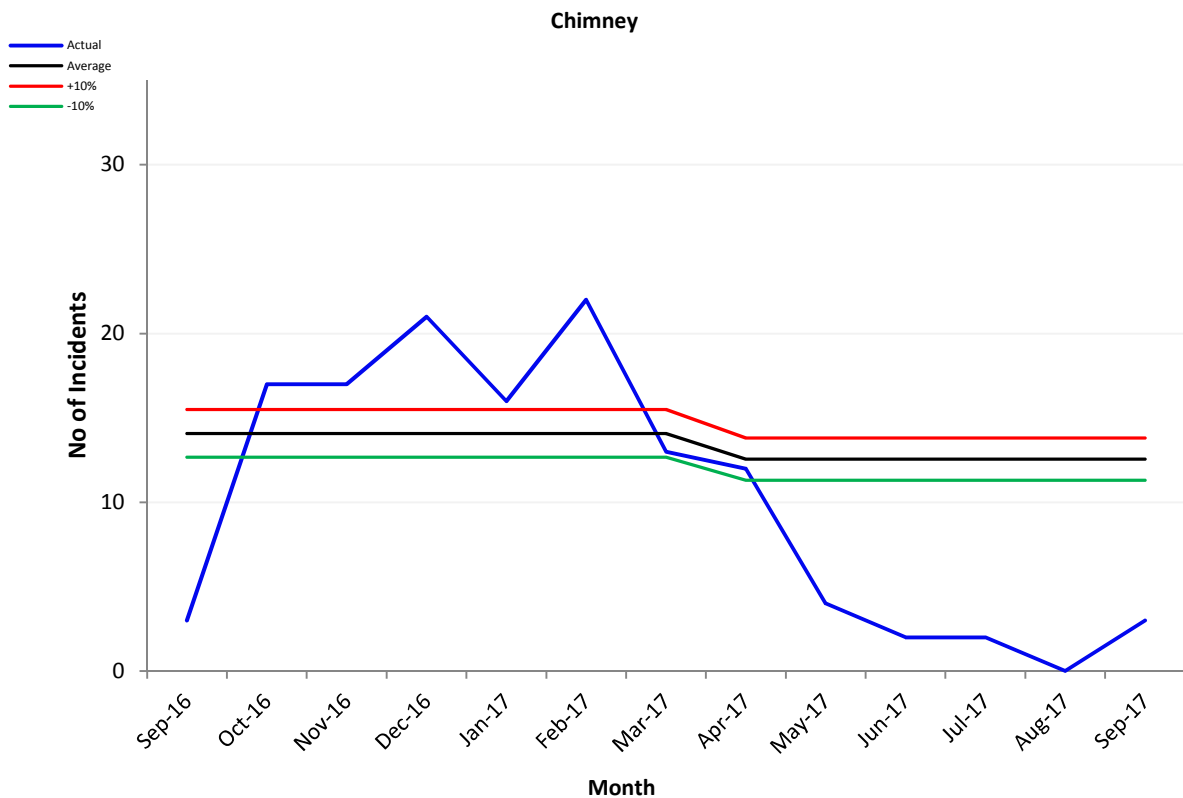
| Secondary Fires | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|---------------------------------|--------------------------|--------------------------|-----------------|
| Grassland, Woodland and Crop | 190 | 202 | 6.3 |
| Other Outdoors (including land) | 127 | 165 | 29.9 |
| Outdoor equipment & machinery | 11 | 11 | 0.0 |
| Outdoor Structures | 106 | 119 | 12.3 |
| Building & Transport | 39 | 30 | -23.1 |
| Total | 473 | 527 | 11.4 |

(Table 5 – Secondary Fires: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

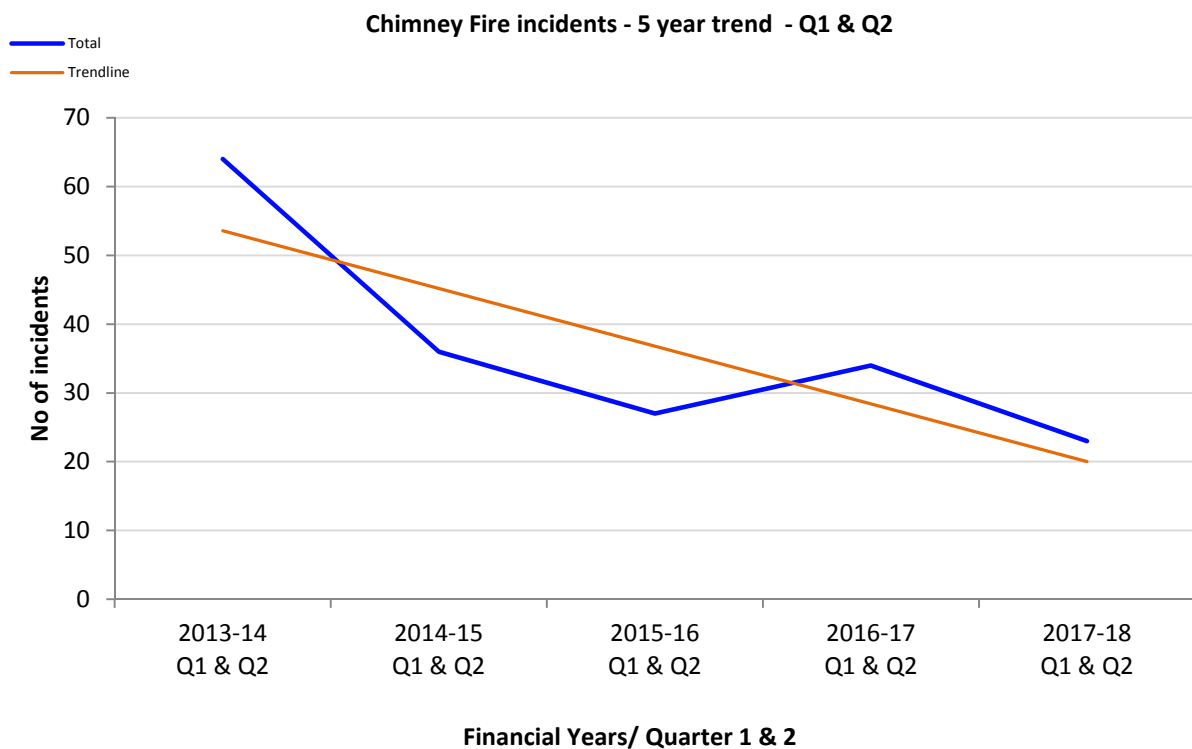
- The number of Secondary Fires has increased by 11.4% (54 incidents) in Quarter 1 & 2 2017-18, compared to Quarter 1 & 2 2016-17.
- Grassland, Woodland and Crop Fires represent the greatest proportion (38.3%) of all Secondary Fires.
- The Community Risk department have run several campaigns during Q1 & Q2 2017-18 and have sent 5 press releases to local media. Campaigns have included:
 - Smoke alarm purchasing and testing
 - Gas safety week
 - Summer cooking
- In September 2017 the Community Risk Department ran a targeted campaign for Chimney Safety Week, urging homeowners to get their chimneys swept by an approved sweep, ready for the winter months.

1.5. Chimney Fires

The number of Chimney Fires (23 incidents) has decreased by 11 in Quarter 1 & 2 of 2017-18 when compared to 34 in the same period of 2016-17. Overall Chimney Fires have decreased 63.1% over a 5 year period, see Figure 11.



(Figure 10 - Chimney Fires per month: Sept 2016 to Sept 2017)



(Figure 11 – Chimney Fires: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

| Chimney Fires | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|---------------|---------------|---------------|--------------|
| April | 24 | 12 | -50.0 |
| May | 4 | 4 | 0.0 |
| June | 0 | 2 | 200.0 |
| July | 0 | 2 | 200.0 |
| August | 3 | 0 | -100.0 |
| September | 3 | 3 | 0.0 |
| October | | | |
| November | | | |
| December | | | |
| January | | | |
| February | | | |
| March | | | |
| Total | 34 | 23 | -32.4 |

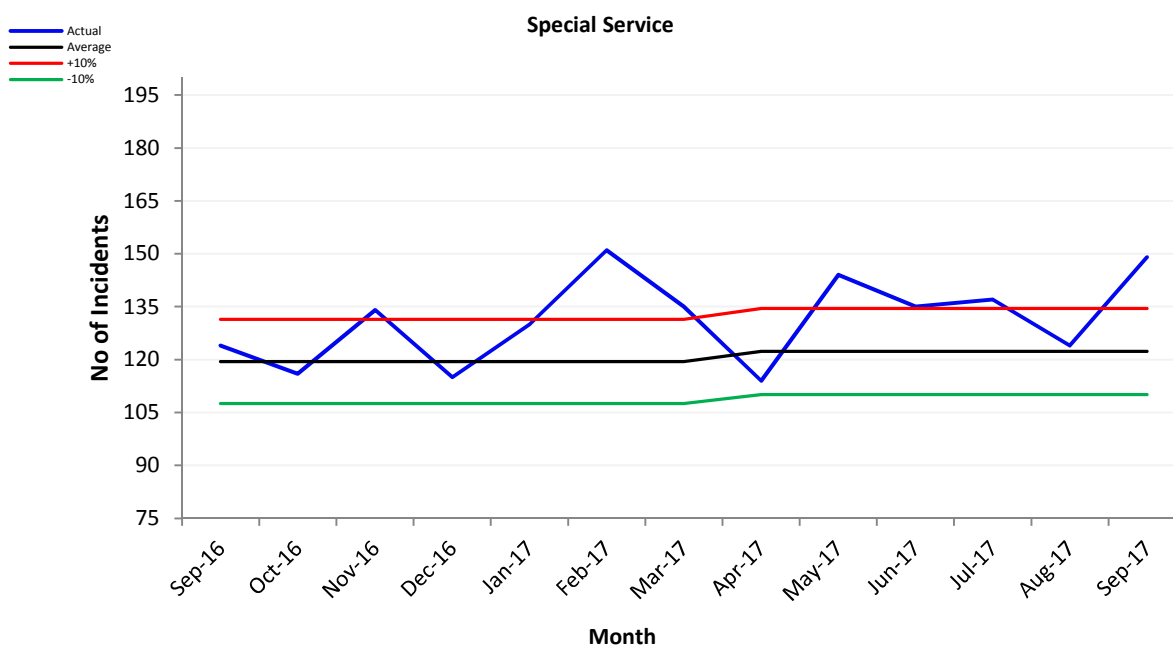
(Table 6 – Chimney Fires: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

2. Operational Activity - Other Non-Fire Incidents

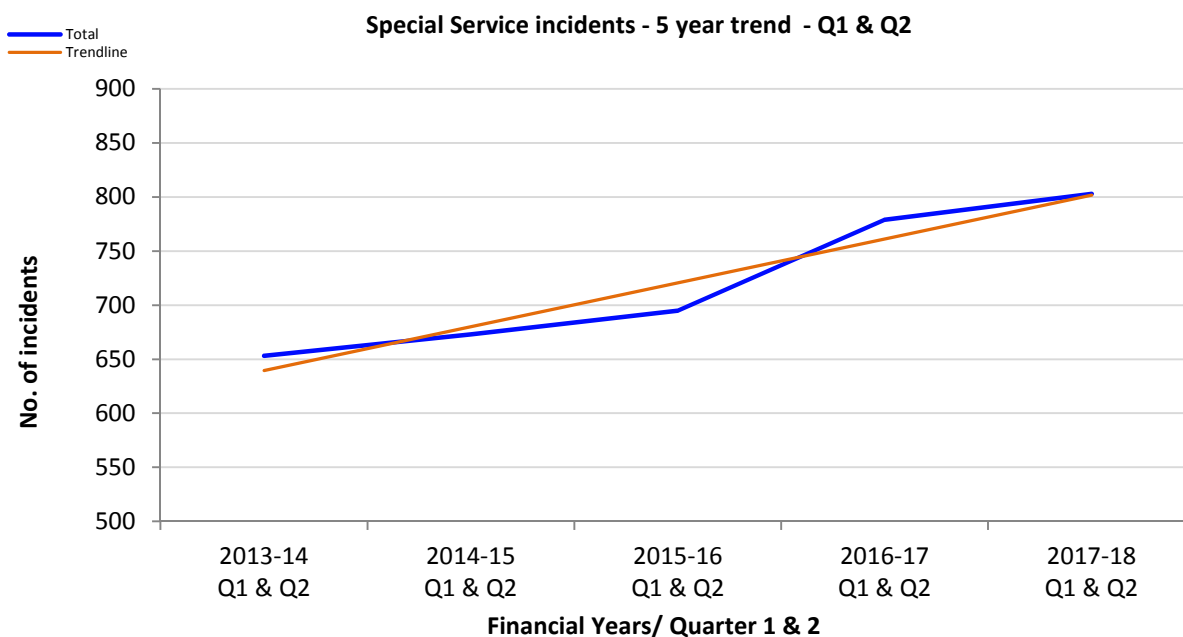
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 3.1% (24 incidents) in Quarter 1 & 2 of 2017-18 compared to the same period in 2016-17. RTC incidents have increased 1.3% (4 incidents) overall when compared to the same period in 2016-17. RTC incidents still continue to form the greatest proportion of Special Service incidents, representing 39.0% of all Special Service incidents.



(Figure 12 – Special Service incidents per month: Sept 2016 to Sept 2017)



(Figure 13 – Special Service incidents: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

| Special Services | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|------------------------------|------------------------------|------------------------------|-----------------|
| RTC Incidents | 309 | 313 | 1.3 |
| Flooding | 34 | 39 | 14.7 |
| Rescue/Evacuation from Water | 16 | 23 | 43.8 |
| Animal Assistance | 72 | 78 | 8.3 |
| Assist other Agency | 41 | 53 | 29.3 |
| Lift Release | 40 | 31 | -22.5 |
| Other Special Services | 267 | 266 | -0.4 |
| Total | 779 | 803 | 3.1 |

(Table 7 – Special Services: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

- Increased cooperation with Police and Ambulance Services has meant a 29.3% increase in Assisting other Agencies.

2.2. RTC incidents

Road Traffic Collision incident numbers reflect the total number of incidents attended by the Fire Service occurring across the two counties of Herefordshire and Worcestershire.

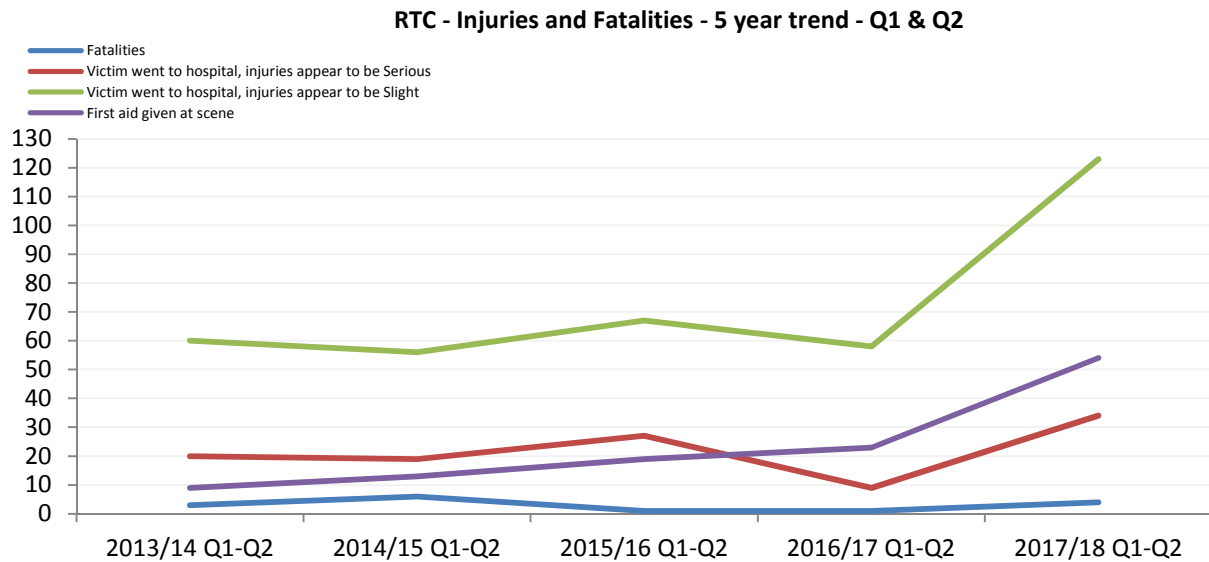
The number of RTC incidents attended in Q1 & Q2 increased by 1.3% (4 incidents) compared to the same period in 2016-17. The majority of these incidents involved making vehicles safe (59.4% of all RTC incidents attended). Fire and Rescue crews attended 4 fatalities involving RTCs in Q1 & Q2, compared to 8 in the same period in 2016 -17. The number of people seriously injured in RTCs increased from 23 to 34 (as shown in Table 9 below).

| RTC Incidents | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|-------------------------|---------------|---------------|------------|
| Extrication of person/s | 38 | 43 | 13.2 |
| Make scene safe | 46 | 40 | -13.0 |
| Make vehicle safe | 175 | 186 | 6.3 |
| Release of person/s | 24 | 16 | -33.3 |
| Wash down road | 2 | 1 | -50.0 |
| Other | 24 | 27 | 12.5 |
| Total | 309 | 313 | 1.3 |

(Table 8 – RTC Incidents: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

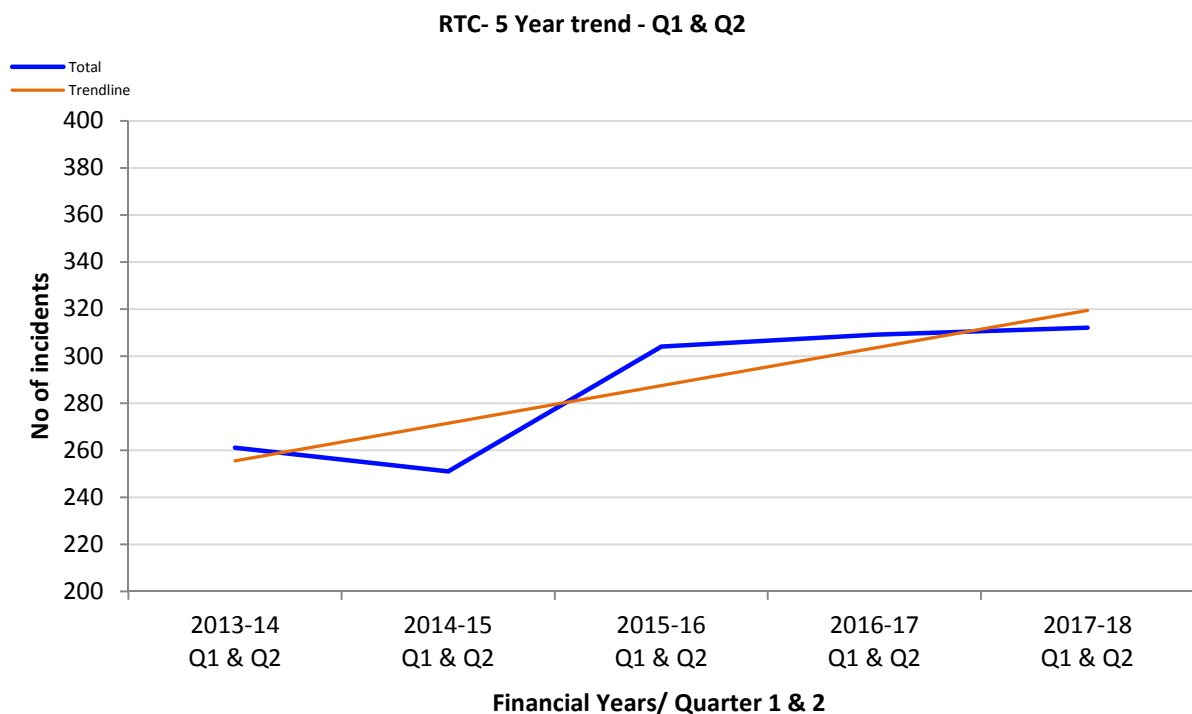
| RTC Casualty severity | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|--|---------------|---------------|-------------|
| Fatalities | 8 | 4 | -50.0 |
| Victim went to hospital, injuries appear to be Serious | 23 | 34 | 47.8 |
| Victim went to hospital, injuries appear to be Slight | 122 | 123 | 0.8 |
| First aid given at scene | 40 | 54 | 35.0 |
| Total | 193 | 215 | 11.4 |

(Table 9 – RTC Casualty severity: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)



(Figure 14 – RTC Casualty severity: Q1 & Q2 2013-14 and Q1 & Q2 2017-18)

- RTC incidents that involved a fatality have been analysed and there are no trends i.e. road or vehicle type, area, time etc. This information continues to be passed on to the Community Risk Team for inclusion in their road safety initiatives, such as Dying to Drive.
- The numbers of RTC incidents show a small increase of 4 incidents (1.3%) in Q1 & Q2 2017-18 compared with the same period in 2016-17.
- Increased cooperation with Police and Ambulance Services has meant a 29.3% increase with Assisting other Agencies.

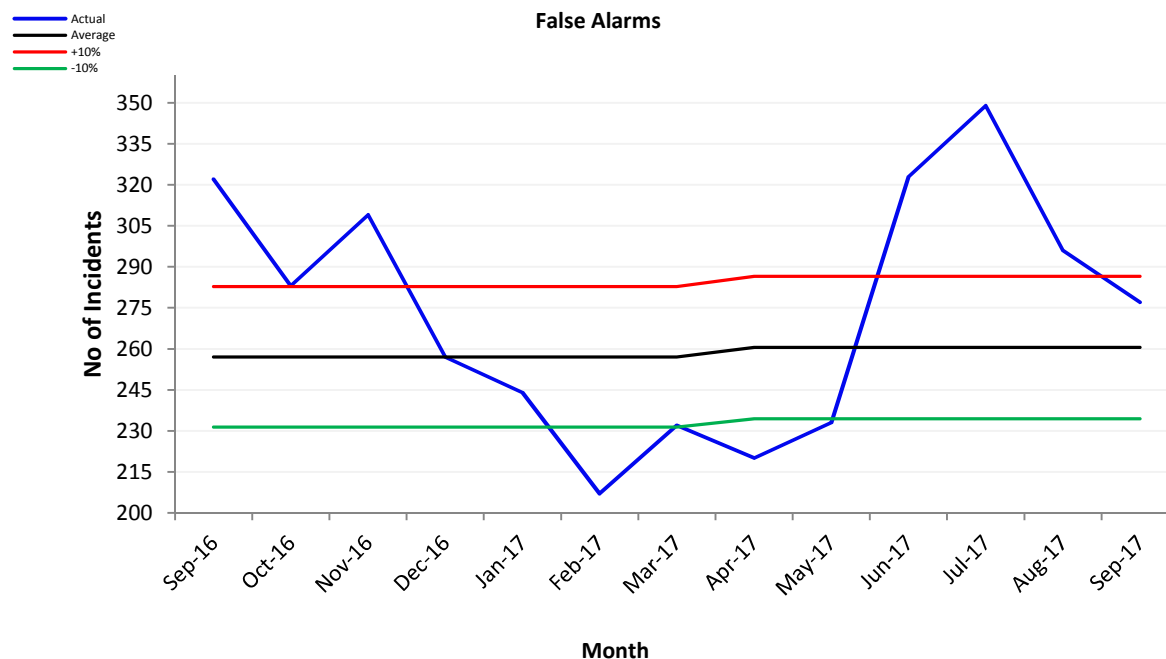


(Figure 15 – RTC Incidents per month: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

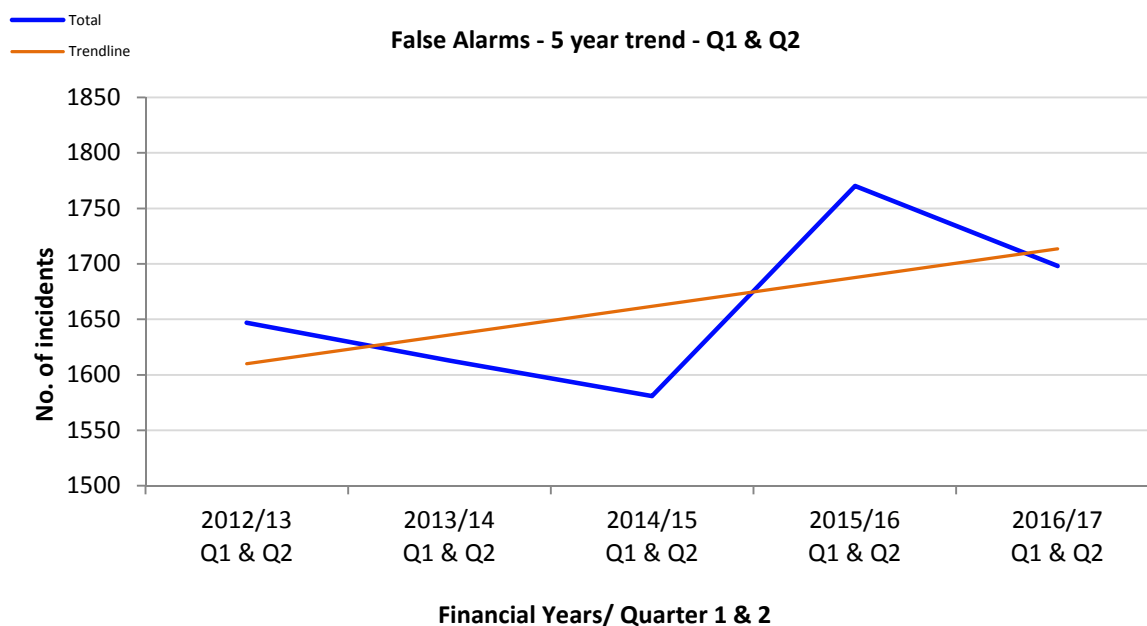
2.3. False Alarm Incidents

The number of False Alarm incidents in Q1 & Q2 of 2017-18 has decreased by 72 incidents (4.1%) compared to the same period in 2016-17.

- Malicious False Alarms incidents increased by 28.0% (7 incidents) in Q1 & Q2 2017-18, compared to the same period in 2016-17.
- In addition, there were a further 74 False Alarms which did not require the attendance of the Fire and Rescue Service. These include those that were cancelled following rigorous call challenging by Fire Control officers and those where the Fire Appliances were 'returned en-route' following the receipt of further information.



(Figure 16 – False Alarm incidents per month: Sept 2016 to Sept 2017)



(Figure 17 – False Alarm incidents: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

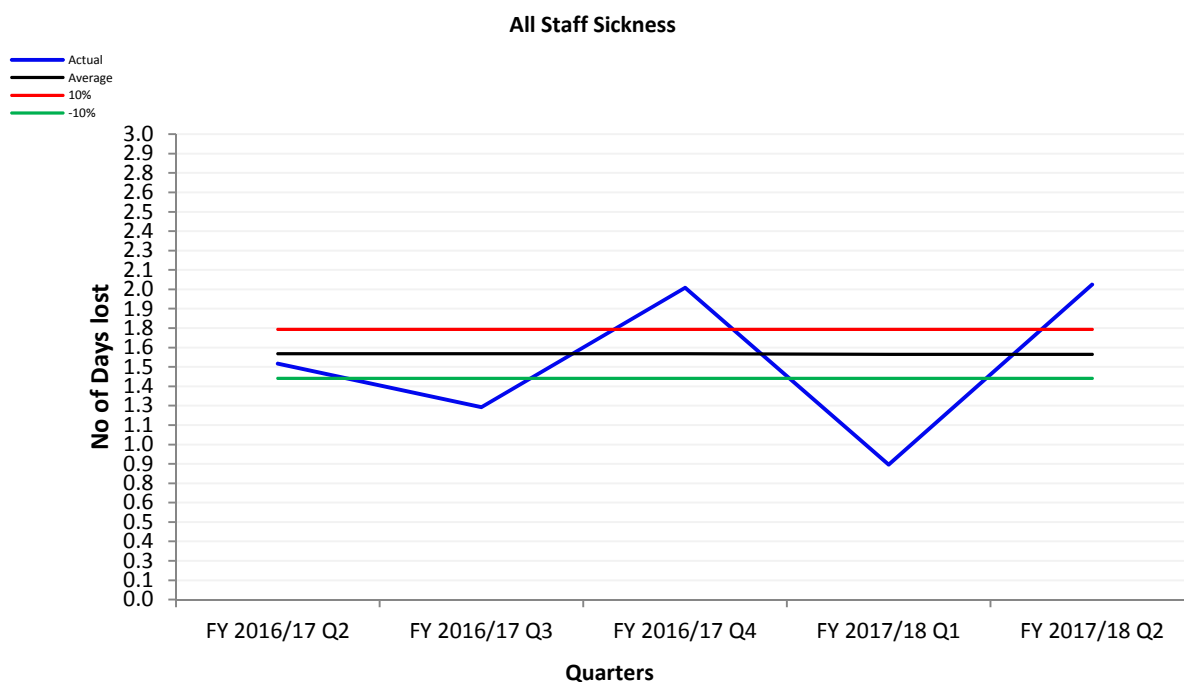
| False Alarms | Q1&Q2 2016-17 | Q1&Q2 2017-18 | % change |
|-----------------------------|--------------------------|--------------------------|-----------------|
| Malicious False Alarms | 25 | 32 | 28.0 |
| False Alarm Good Intent | 437 | 425 | -2.7 |
| Fire alarm due to Apparatus | 1308 | 1241 | -5.1 |
| Total | 1770 | 1698 | -4.1 |

(Table 10 – False Alarms: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The sickness level for all staff in Q1 & Q2 of 2017-18 has increased compared to Q1 & Q2 in 2016-17 to 2.90 days lost per head, this remains below the 5-year average of 2.93 days lost per head. The overall staff sickness level continues to compare favourably with sickness levels of 3.90 for Worcestershire County Council.

3.1. All Staff Sickness

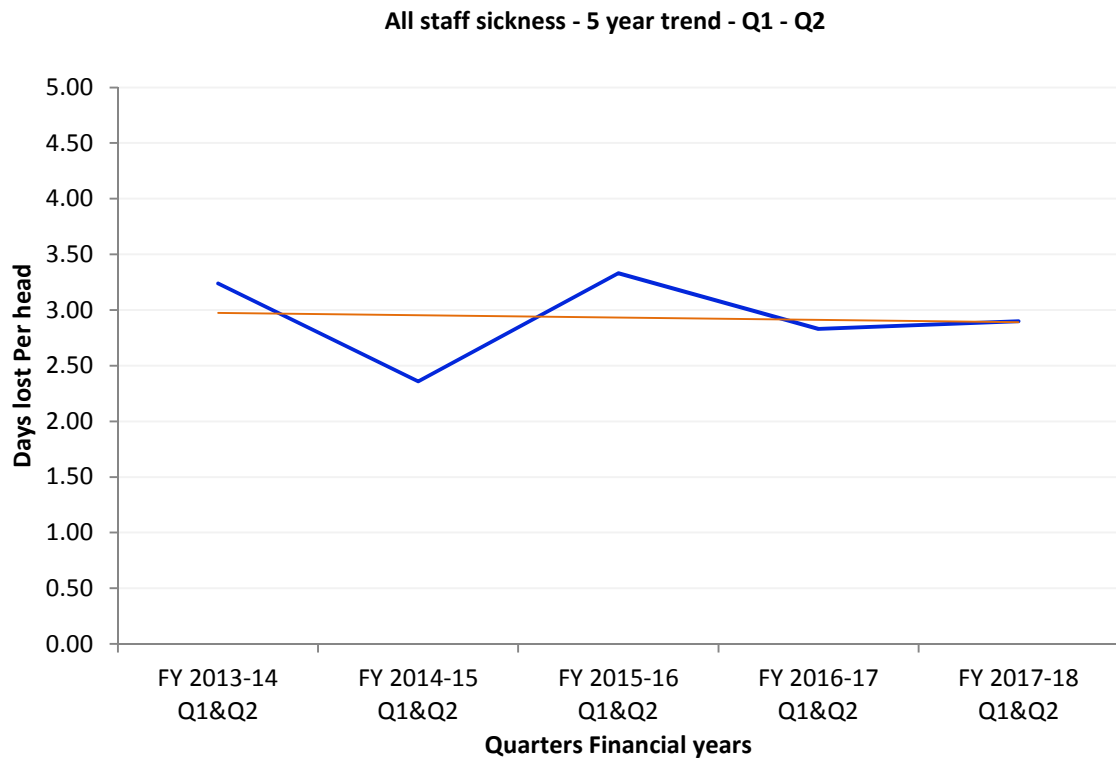


(Figure 18 – All Staff Sickness: Q1 & Q2 2016-17 to Q1 & Q2 2017-18)

| All Staff Sickness | Short Term Sickness per head (Day lost) | Long Term Sickness per head (Days lost) | All Staff Sickness per head (Days lost) |
|--------------------|---|---|---|
| Quarter 1 | 0.35 | 0.52 | 0.87 |
| Quarter 2 | 0.81 | 1.22 | 2.03 |
| Quarter 3 | | | |
| Quarter 4 | | | |
| Total | 1.16 | 1.74 | 2.90 |

(Table 11 – All Staff Sickness: Q1 & Q2 2017-18)

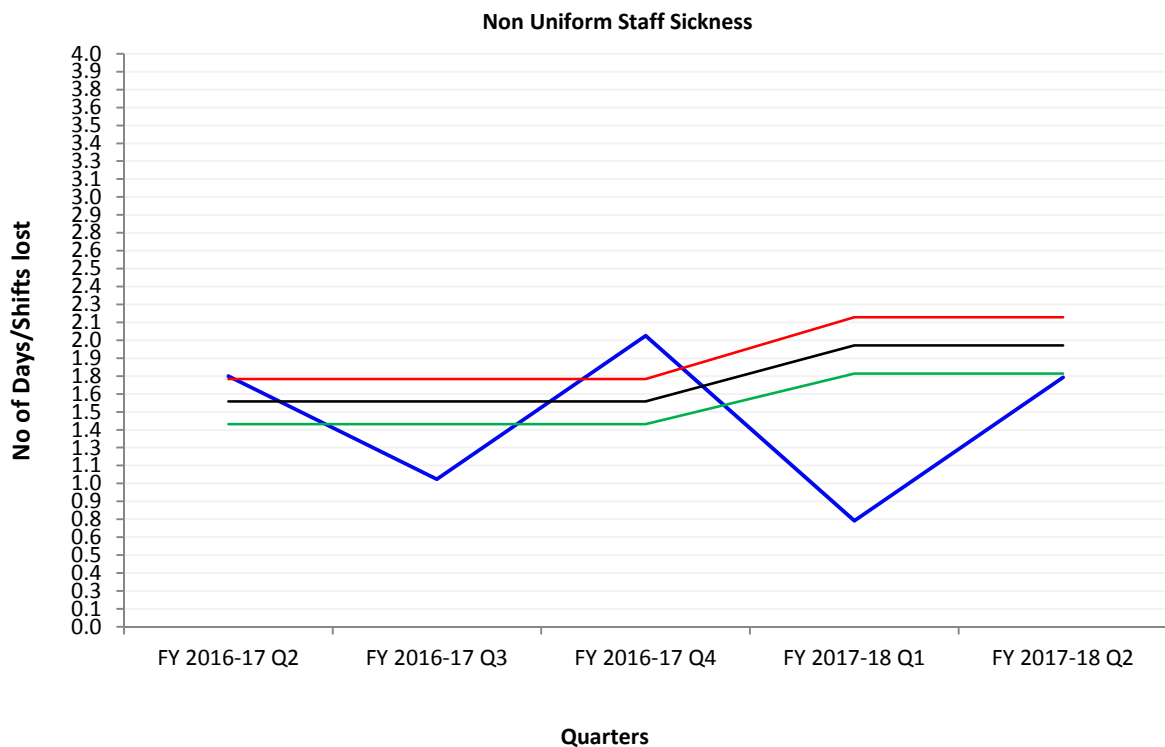
Q1 & Q2 of 2017-18 saw a slight increase in overall sickness compared to the same period in 2016-17 (2.83 to 2.90 days lost). The total of 2.90 days lost per head remains below the average of 2.93 over the last five years (see Figure 18). Long-term sickness continues to form the greatest proportion representing 60.0% of all sickness.



(Figure 19 – All staff sickness: Q1 & Q2 from 2013-14 to Q1 & Q2 2017-18)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Q1 & Q2 of 2017-18 is below the 5 year average of 2.96.



(Figure 20 – Non-Uniform Staff Sickness: Q2 2016-17 to Q2 2017-18)

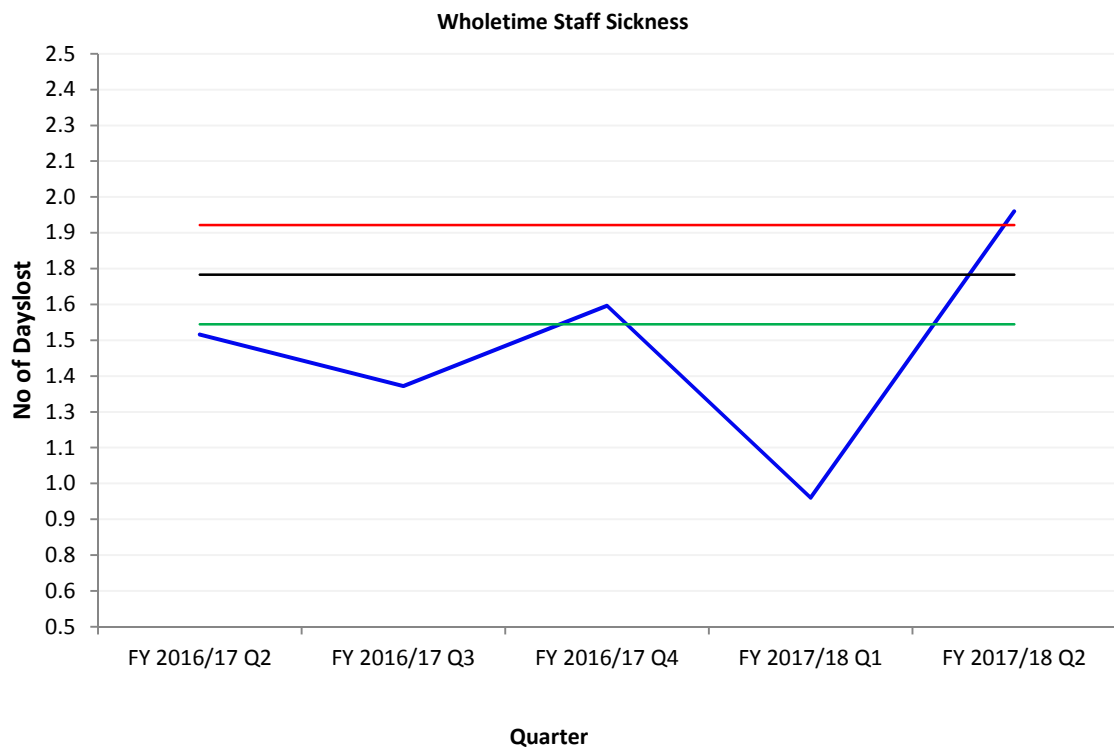
| Non-Uniform Staff Sickness | Short Term Sickness per head (Days lost) | Long Term Sickness per head (Days lost) | All Non-uniform Staff Sickness per head (Days lost) |
|----------------------------|--|---|---|
| Quarter 1 | 0.30 | 0.44 | 0.74 |
| Quarter 2 | 0.81 | 1.22 | 2.03 |
| Quarter 3 | | | |
| Quarter 4 | | | |
| Total | 1.11 | 1.66 | 2.77 |

(Table 12 - Non-Uniform Staff Sickness: Q1 & Q2 2017-18)

- Long-term sickness continues to be the largest proportion of sickness for Non-Uniform Staff.

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness has also increased in Q1 & Q2 2017-18 and is outside of the tolerance levels, which is a usual seasonal increase.



(Figure 21 – Wholetime Staff Sickness: Q2 2016-17 to Q2 2017-18)

| Wholetime Staff Sickness | Short Term Sickness per head (days lost) | Long Term Sickness per head (days lost) | All Wholetime Staff Sickness per head (days lost) |
|--------------------------|--|---|---|
| Quarter 1 | 0.57 | 0.38 | 0.95 |
| Quarter 2 | 1.17 | 0.78 | 1.95 |
| Quarter 3 | | | |
| Quarter 4 | | | |
| Total | 1.74 | 1.16 | 2.90 |

(Table 13 – Wholetime Staff Sickness: Q1 & Q2 2017-18)

- There has been an increase in both short and long-term sickness for Wholetime personnel.

3.4 Comparative All Staff Sickness

To give an idea of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Worcestershire County Council, whose sickness figures are most readily available.

| 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) |
|---------------------------------------|---|--|--|
| HWFRS | 1.66 | 1.74 | 2.90 |
| Worcestershire County Council | 1.00 | 2.90 | 3.90 |

(Table 14 – Comparative All Staff Sickness: Q1 & Q2 2017-18)

- The latest figures for Q1 & Q2 of 2017-18 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of long-term sickness for all staff at 2.90.

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Primary and Secondary Fires being out of tolerance for Q1 & Q2, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside the attendance standard.

4.1 Attendance Standards – 1st Fire Appliance at Building Fires

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 Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarter 1 was 60.8%.

| 1st Fire Appliance attendance at Building Fires within 10 minutes | Q1&Q2 2016-17 | Q1&Q2 2017-18 |
|--|--------------------------|--------------------------|
| Building Fires attended within 10 minutes | 200 | 209 |
| Total number of Building Fires attended | 320 | 344 |
| % attended within 10 minutes | 62.5% | 60.8% |

(Table 15 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

| 1st Fire Appliance attendance at Building Fires - average times | Q1&Q2 2016-17 (mm:ss) | Q1&Q2 2017-18 (mm:ss) |
|--|--------------------------------------|--------------------------------------|
| Time of Call until Time Appliance Mobilised | 01:41 | 01:42 |
| Mobile Time until Appliance Arrival at Scene | 08:36 | 08:00 |
| Time of Call to Arrival at Scene | 10:17 | 09:42 |

(Table 16 – 1st Fire Appliance attendance at Building Fires average times: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance 72 incidents (34.4%) out of the 209 where the standard was not met.

| Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes | |
|--|------------|
| Travel distance to the incident | 72 |
| Turn in time (Retained and Day Crew only) | 30 |
| Other: insufficient information received, traffic conditions, simultaneous incidents. | 4 |
| Total | 106 |

(Table 17 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 & Q2 2017-18)

- This benchmark or measurement standard does not alter how quickly the Service attend incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues, for example fewer incidents in built up areas and more incidents proportionally outside of towns and cities and weather/road conditions. All of this 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 new system and the time used under the old method to record the time of call. The nearest time in the new system would be “Incident Created”, which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest Fire Appliance.

5. Retained Availability

The overall availability of the first On-Call (Retained) Fire Appliance has slightly decreased by 1.6 %, when compared with the same period in 2016-17.

- Ross-on-Wye On-Call Crews maintained a 100% availability during Q1 & Q2 of 2017-18.

| Call sign | Station | County Council | Q1 & Q2 Availability 2016-17 | Q1 & Q2 Availability 2017-18 | Change |
|------------------------------|-------------------|----------------|------------------------------|------------------------------|-------------|
| 542 | Bromyard | Herefordshire | 98.8% | 98.3% | -0.5 |
| 481 | Eardisley | Herefordshire | 93.3% | 94.5% | 1.2 |
| 472 | Ewyas Harold | Herefordshire | 97.3% | 96.5% | -0.8 |
| 431 | Fownhope | Herefordshire | 87.8% | 92.9% | 5.1 |
| 463 | Hereford | Herefordshire | 97.7% | 99.0% | 1.3 |
| 511 | Kingsland | Herefordshire | 98.9% | 99.7% | 0.8 |
| 492 | Kington | Herefordshire | 94.5% | 96.4% | 1.9 |
| 422 | Ledbury | Herefordshire | 94.7% | 96.9% | 2.2 |
| 502 | Leintwardine | Herefordshire | 97.9% | 99.1% | 1.2 |
| 522 | Leominster | Herefordshire | 99.9% | 99.5% | -0.4 |
| 552 | Peterchurch | Herefordshire | 82.7% | 89.5% | 6.8 |
| 442 | Ross-on-Wye | Herefordshire | 100.0% | 100.0% | 0.0 |
| 452 | Whitchurch | Herefordshire | 83.4% | 74.4% | -8.9 |
| 231 | Bewdley | Worcestershire | 73.2% | 71.9% | -1.3 |
| 302 | Broadway | Worcestershire | 93.2% | 83.9% | -9.3 |
| 251 | Bromsgrove | Worcestershire | 91.4% | 85.0% | -6.3 |
| 261 | Droitwich | Worcestershire | 75.6% | 64.5% | -11.1 |
| 281 | Evesham | Worcestershire | 88.0% | 89.2% | 1.2 |
| 241 | Kidderminster | Worcestershire | 71.9% | 40.9% | -31.0 |
| 411 | Malvern | Worcestershire | 99.5% | 96.6% | -2.9 |
| 291 | Pebworth | Worcestershire | 87.5% | 86.5% | -1.0 |
| 311 | Pershore | Worcestershire | 95.6% | 95.0% | -0.6 |
| 271 | Redditch | Worcestershire | 97.6% | 97.8% | 0.2 |
| 221 | Stourport | Worcestershire | 73.1% | 81.1% | 8.0 |
| 532 | Tenbury | Worcestershire | 96.4% | 98.2% | 1.9 |
| 322 | Upton upon Severn | Worcestershire | 92.2% | 92.9% | 0.7 |
| 213 | Worcester | Worcestershire | 97.7% | 96.1% | -1.6 |
| Total Hours Available | | | 91.1% | 89.5% | -1.6 |

(Table 18 – 1st Appliance Retained Availability: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

- Kidderminster (241) since January 2017 24 RDS have had six people leave, for a variety of legitimate and unavoidable reasons. Initially, the shortfall was being covered by wholetime personnel, but since the crewing arrangements changed from 5 to 4, this option hasn't been available. When wholetime crewing returns to 5, the option to support RDS will again be available.
- There is an on-going recruitment campaign targeting the 5 minute radius of the Wyre Forest Blue Light Hub which should result in improvements in two years' time. This is more challenging than recruiting for existing locations. 7 of 11 personnel at 24 RDS are in development, 2 of the remaining 4 are WT/RDS. In the meantime crewing support from day staff is being sought on a daily basis.

5. No of Incidents per Station Ground

- Number of incidents recorded in each Station ground area.

| Station Ground | County Council | False Alarm | Fire | Special Service | Total |
|-------------------|----------------|-------------|-------------|-----------------|-------------|
| Bromyard | Herefordshire | 16 | 19 | 15 | 50 |
| Eardisley | Herefordshire | 2 | 13 | 5 | 20 |
| Ewyas Harold | Herefordshire | 6 | 8 | 2 | 16 |
| Fownhope | Herefordshire | 9 | 8 | 4 | 21 |
| Hereford | Herefordshire | 241 | 90 | 83 | 414 |
| Kingsland | Herefordshire | 7 | 10 | 4 | 21 |
| Kington | Herefordshire | 2 | 4 | 4 | 10 |
| Ledbury | Herefordshire | 26 | 12 | 18 | 56 |
| Leintwardine | Herefordshire | 2 | 4 | 5 | 11 |
| Leominster | Herefordshire | 40 | 19 | 17 | 76 |
| Peterchurch | Herefordshire | 8 | 10 | 4 | 22 |
| Ross-on-Wye | Herefordshire | 39 | 23 | 26 | 88 |
| Whitchurch | Herefordshire | 4 | 9 | 9 | 22 |
| Bewdley | Worcestershire | 19 | 41 | 13 | 73 |
| Broadway | Worcestershire | 18 | 7 | 3 | 28 |
| Bromsgrove | Worcestershire | 158 | 84 | 80 | 322 |
| Droitwich | Worcestershire | 76 | 49 | 38 | 163 |
| Evesham | Worcestershire | 98 | 58 | 44 | 200 |
| Kidderminster | Worcestershire | 150 | 139 | 83 | 372 |
| Malvern | Worcestershire | 106 | 46 | 40 | 192 |
| Pebworth | Worcestershire | 7 | 11 | 6 | 24 |
| Pershore | Worcestershire | 50 | 24 | 14 | 88 |
| Redditch | Worcestershire | 213 | 142 | 82 | 437 |
| Stourport | Worcestershire | 57 | 65 | 33 | 155 |
| Tenbury | Worcestershire | 10 | 11 | 8 | 29 |
| Upton upon Severn | Worcestershire | 25 | 22 | 21 | 68 |
| Worcester | Worcestershire | 309 | 188 | 142 | 639 |
| Total | | 1698 | 1116 | 803 | 3617 |

(Table 19 – 1 Incident per Station ground: Q1 & Q2 2017-18)

Appendix 2

HWFRS Community Risk Activity

Year 2017/18 – Quarters 1 & 2



HFSCs



Standard Alarms



Specialist Alarms

| | | | |
|--------------|------|------|-----|
| Year to date | 2020 | 1873 | 418 |
|--------------|------|------|-----|



Arson Referrals



Fire Setter Referrals

| | | | |
|--------------|-----|----|----|
| Year to date | 727 | 40 | 20 |
|--------------|-----|----|----|



Community Safety Activity
(CE1 hours)



Public Engagement
(total no. of people)



CR Media Campaigns

| | | | |
|--------------|-----|------|----|
| Year to date | 875 | 3835 | 21 |
|--------------|-----|------|----|



RBAP/Visits/Post Fires



BFSCs



INTELs from BFSCs

| | | | |
|--------------|-----|-----|----|
| Year to date | 909 | 645 | 11 |
|--------------|-----|-----|----|



Building Reg Consultations



Licensing Apps



Fire Investigation

| | | | |
|--------------|-----|-----|----|
| Year to date | 276 | 111 | 37 |
|--------------|-----|-----|----|



Twitter



CR 0800



Enforcement

| | | | |
|--------------|--------|------|-----|
| Year to date | 136346 | 1924 | 173 |
|--------------|--------|------|-----|