

Appendix 1

Fire Authority 2018-19 Performance Report: Quarters 1-3

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 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.

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-Q3 2018-19 was 5,780 (Figure 1), which is an increase of 9.45% (499 incidents) compared with Q1-Q3 2017-18 as shown in Table 1. The majority of this is accounted for by an increase of 15.91% in Fires (241 incidents). Special Service related incidents were up by 14.10% (176 incidents). False Alarms were also up by 82 incidents, an increase of 3.26%.

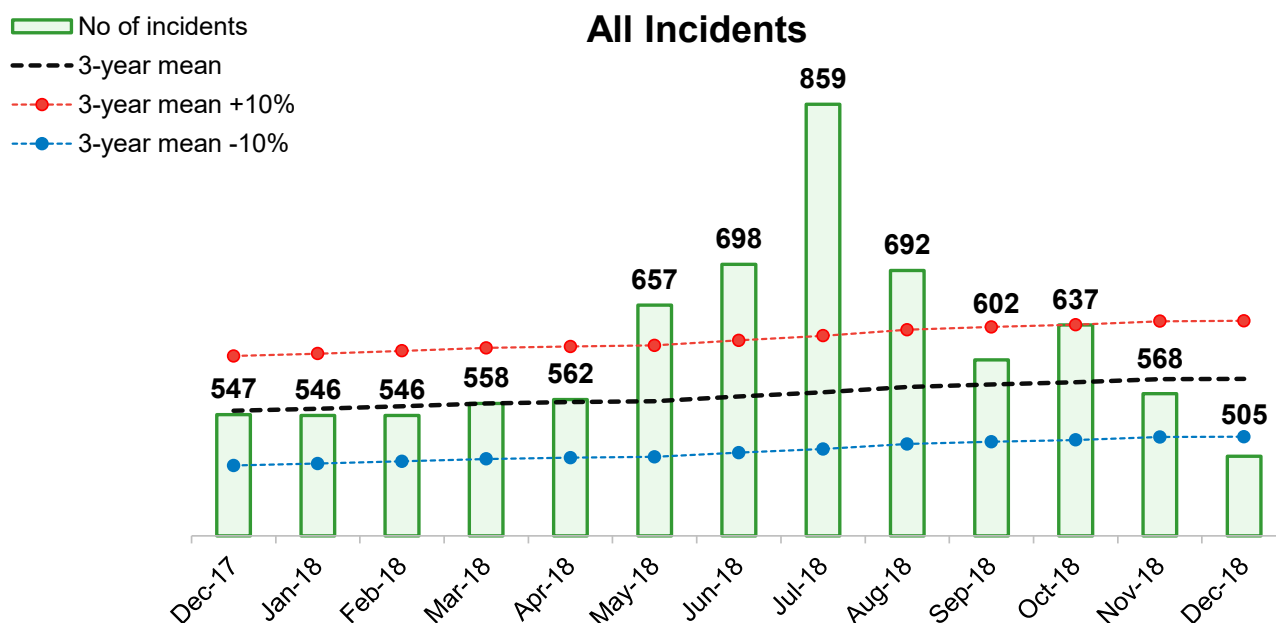


Figure 1 – Total Incidents per month: from Dec 2017 to Dec 2018

Table 1 – Total Incidents

Total Incidents	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
Fires	1,515	1,756	15.91
Special Services	1,248	1,424	14.10
False Alarms	2,518	2,600	3.26
Total	5,281	5,780	9.45

- The number of Fire incidents, which include Primary, Secondary and Chimney Fires, was 15.91% higher (241 incidents) than the same period in 2017-18.
- The total for Fires includes an increase of 93 incidents (11.73%) for Primary Fires in Q1-Q3 2018-19 compared to Q1-Q3 2017-18.
- The number of Special Service incidents increased by 14.10% (176 incidents) compared with the same period in 2017-18, largely due to increases in Flooding (up 71.67% - 43 incidents), Assisting other Agencies incidents (up 30.68% - 27 incidents) and Other Special Services (up 19.81% - 85 incidents).
- The total number of False Alarm incidents increased by 3.26% (82 incidents) compared with the same period in 2017-18.
- Figure 2 shows the 5-year trend line for the total number of incidents recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of incidents consistently increased by approximately 250 incidents, an increase of over 1,000 incidents in 5 years.

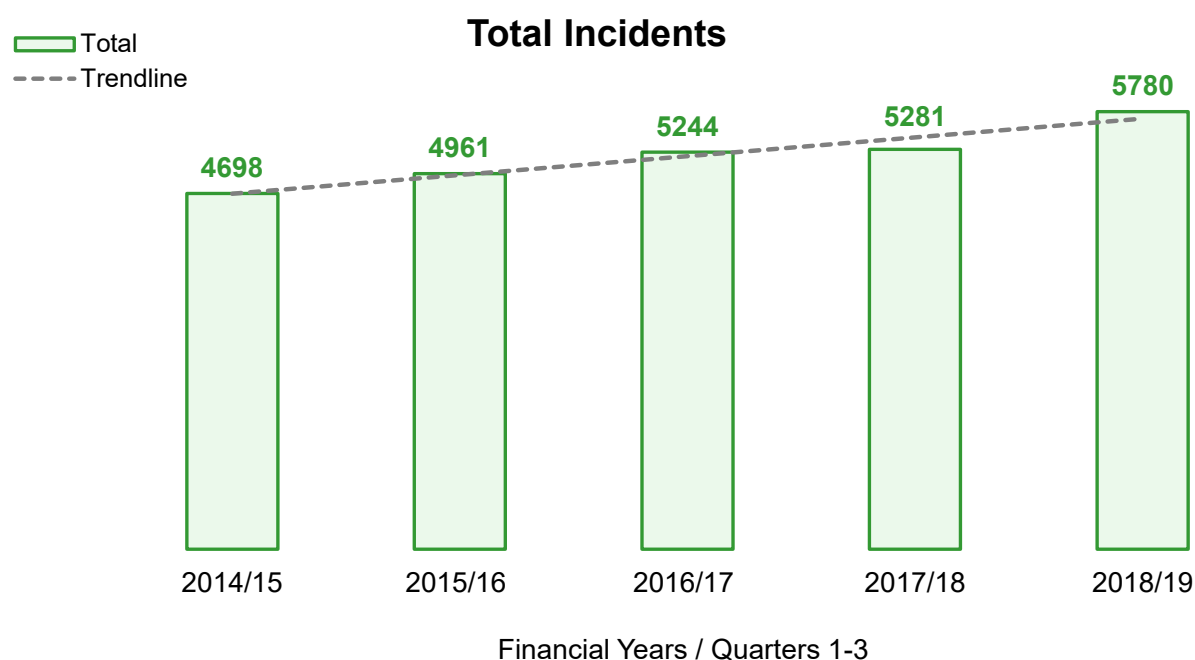


Figure 2 – All Incidents: from Q1-Q3 2014-15 to Q1-Q3 2018-19

1.2 Total Number of Fires

The number of Fires increased by 15.91% (241 incidents) in Q1-Q3 2018-19 compared with the same period in 2017-18 (Table 2). Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreasing during winter.

Figure 4 shows the 5-year trend line for the total number of fires recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of fires consistently increased by approximately 86 incidents, an increase of over 340 incidents in 5 years.

Table 2 – Total Fires

Total Fires	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
Primary Fires	793	886	11.73
Secondary Fires	650	806	24.00
Chimney Fires	72	64	-11.11
Total	1,515	1,756	15.91

- The number of Primary Fire incidents increased by 93 incidents in Q1-Q3 2018-19 compared to the same period in 2017-18, representing an increase of 11.73%.
- The number of Secondary Fires increased by 156 incidents (24.00%) compared with the same period in 2017-18.
- The number of Chimney Fires decreased by 8 incidents (11.11%) compared with the same period in 2017-18.
- During Quarters 1-3, Community Risk activity included 3,047 Home Fire Safety Checks (HFSCs), which target vulnerable households, 520 Business Fire Safety Checks (BFSCs) and 1,131 Signposting referrals to other support agencies. The full range of Community Risk activity is shown 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.

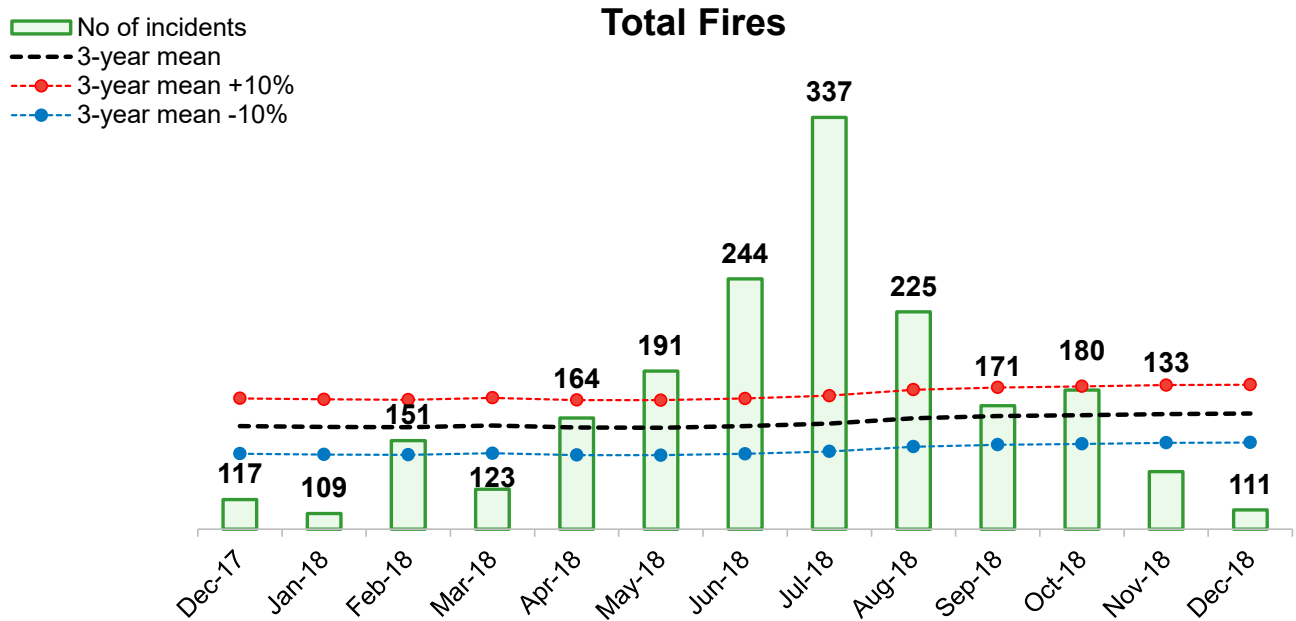


Figure 3 – Total Fires per month: from Dec 2017 to Dec 2018

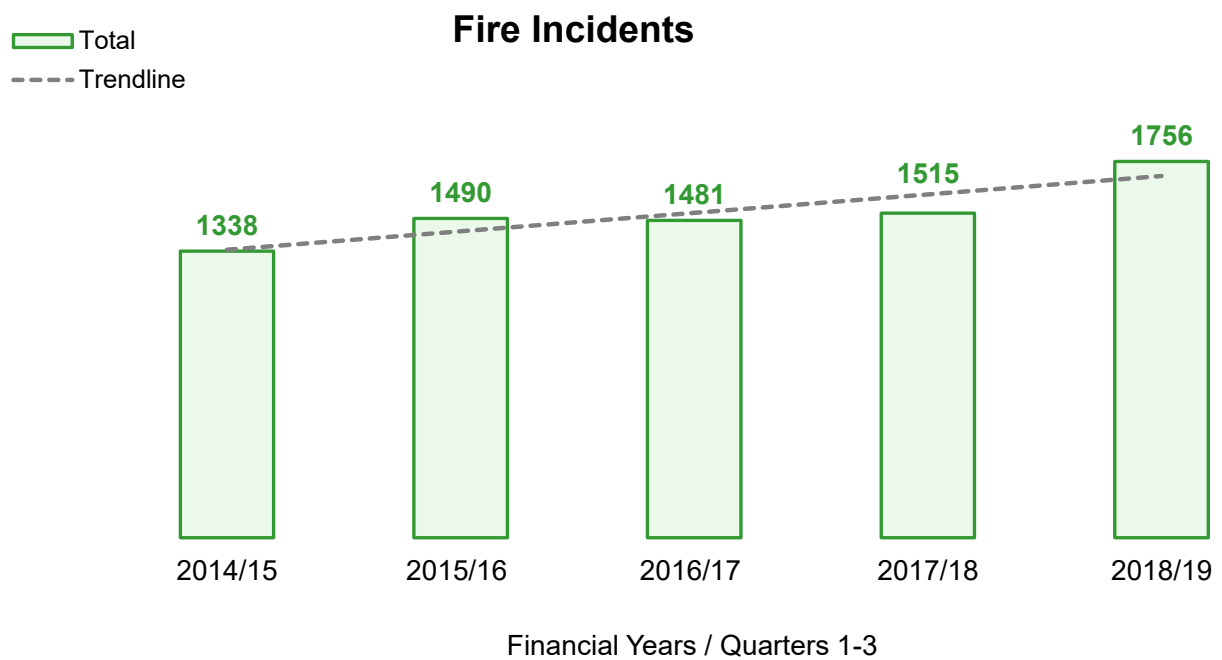


Figure 4 – Total Fires: from Q1-Q3 2014-15 to Q1-Q3 2018-19

1.3 Primary Fires

There was a 11.73% increase (93 incidents) in Primary Fires in Quarters 1-3 2018-19 compared with the same period in 2017-18 (Table 3, Figure 5).

Figure 6 shows the 5-year trend line for the total number of Primary Fires recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of Primary Fires consistently increased by approximately 34 incidents, an increase of over 130 incidents in 5 years.

The number of Primary Building Fires increased by 13.47% compared with the same period in 2017-18. This was predominantly caused by an increase in domestic (dwelling and other residential properties) fires (44 incidents). Domestic fires constituted 66.54% of the total primary building fires. The top three causes of domestic primary building fires were 'cooking – other cooking' (87 incidents), 'combustible articles too close to heat source or fire' (47 incidents) and 'fault in equipment or appliance' (45 incidents). The Community Risk Department continues to work alongside operational crews to deliver home fire safety messages on a day to day basis.

Table 3 – Primary Fires

Primary Fires	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
Building Fires	453	514	13.47
Vehicle & Transport Fires	251	232	-7.57
Outdoor Fires	89	140	57.30
Total	793	886	11.73

- Building Fires currently account for the greatest proportion (58.01%) in this category with 514 incidents.
- Vehicle & Transport Fires decreased by 19 incidents (7.57%) compared with the same period in 2017-18 (Table 3).
- Primary Outdoor Fires totalled 140 incidents in Q1-Q3 2018-19 compared with 89 incidents in the same period in 2017-18. 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 4 fatalities in Primary Fires during Q1-Q3 in 2018-19 (Table 4, Figure 7).
- Technical Fire Safety continues to work with businesses and post-fire audits are completed following all fires in business premises.
- We have supported Dementia Awareness Week and Deaf Awareness Week to promote fire safety and Home Fire Safety Checks.

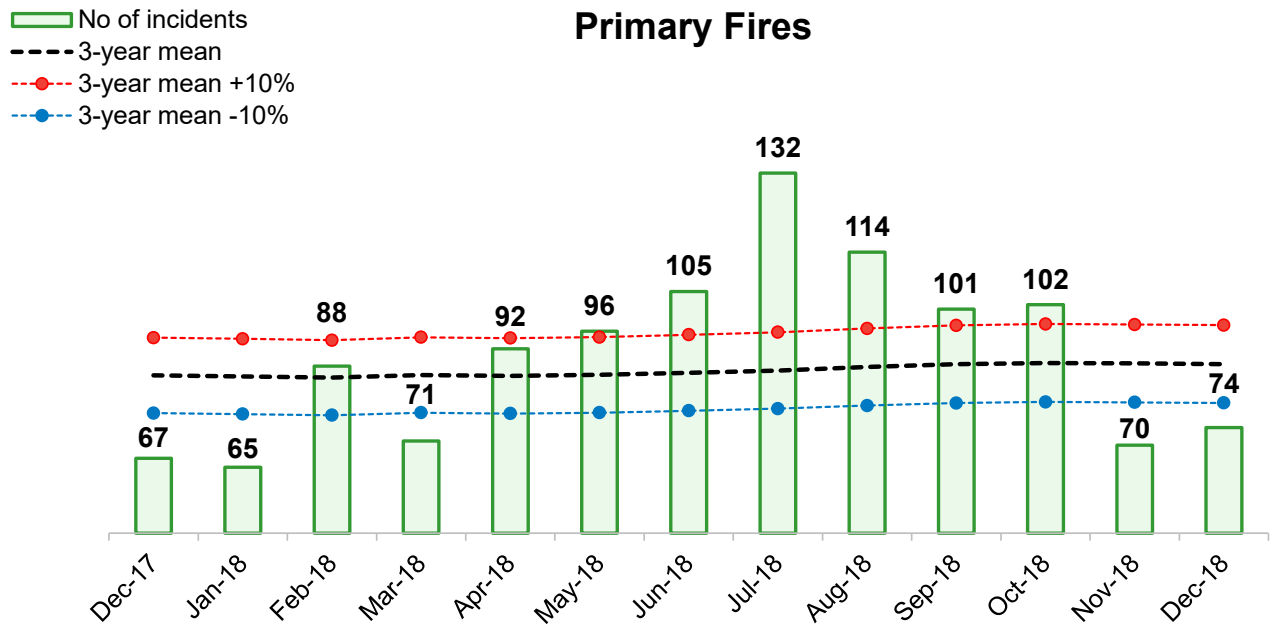


Figure 5 – Primary Fires per month: from Dec 2017 to Dec 2018

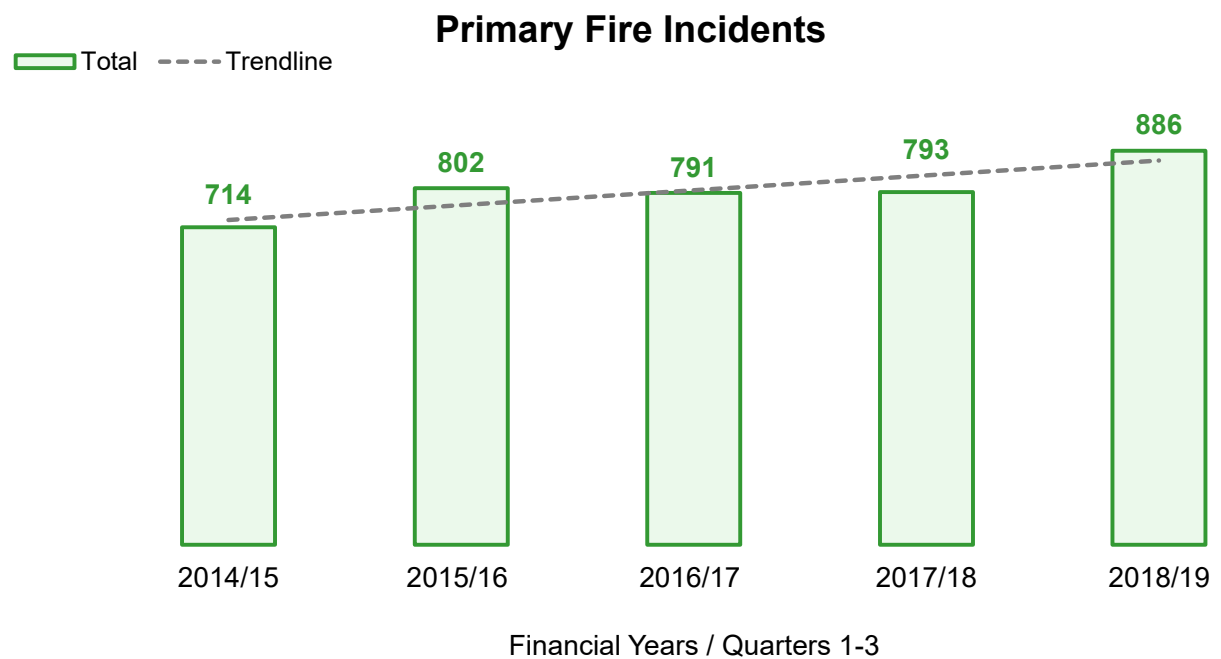


Figure 6 – Primary Fires: from Q1-Q3 2014-15 to Q1-Q3 2018-19

Table 4 – Primary Fires Casualties

Primary Fires Casualty: severity	Q1-Q3 2017-18		Q1-Q3 2018-19		% change	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	7	7	3	4	-57.14	-42.86
Victim went to hospital, injuries appear to be Serious	6	9	6	7	0.00	-22.22
Victim went to hospital, injuries appear to be Slight	19	28	21	22	10.53	-21.43
First aid given at scene	20	27	21	27	5.00	0.00
Total	52	71	51	60	-1.92	-15.49

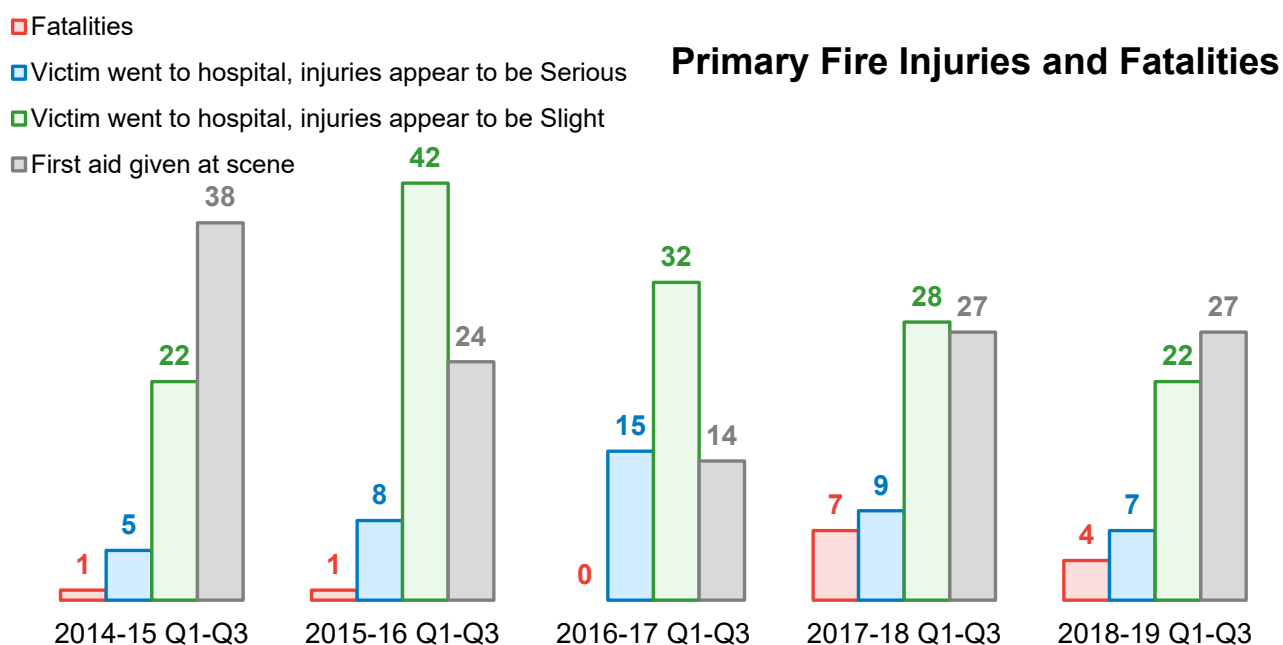


Figure 7 – Primary Fire Injuries and Fatalities: from Q1-Q3 2014-15 to Q1-Q3 2018-19

1.4 Secondary Fires

Secondary Fires include all other fires which neither are Primary nor Chimney Fires, do not involve casualties and are attended by no more than four fire appliances. There was a 24.00% increase (156 incidents) in Secondary Fires in Quarters 1-3 2018-19 compared with the same period in 2017-18 (Table 5, Figure 8).

Table 5 – Secondary Fires

Secondary Fires	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
Grassland, Woodland and Crop	227	342	50.66
Other Outdoors (including land)	223	261	17.04
Outdoor Structures	145	155	6.90
Building & Transport	42	27	-35.71
Outdoor Equipment & Machinery	13	21	61.54
Total	650	806	24.00

- Grassland, Woodland and Crop Fires represent the greatest proportion (42.43%) of all Secondary Fires.
- The number of Building & Transport fires decreased by 35.71% in Q1-Q3 2018-19.
- 20 out of 21 Outdoor equipment & machinery fires were classed as accidental. 71.43% of Outdoor equipment & machinery fires were caused by cables (15 incidents), 5 were caused by not-secured barbecues and one was caused by other outdoor equipment /machinery.

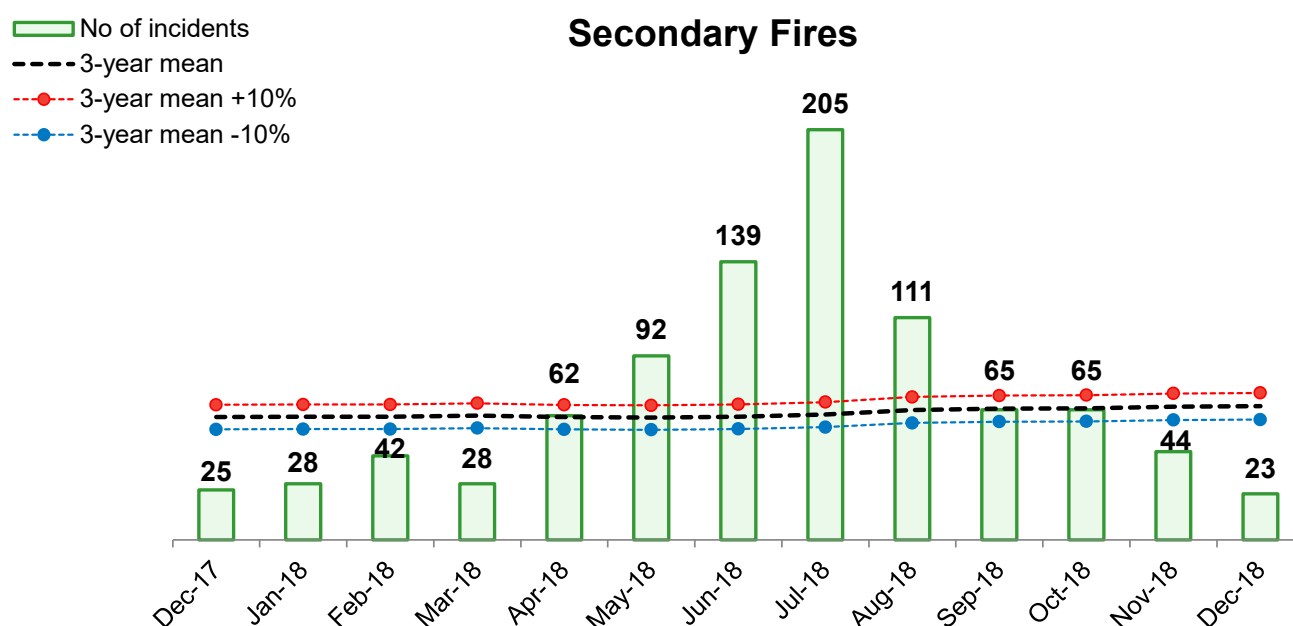


Figure 8 – Secondary Fires per month: from Dec 2017 to Dec 2018

- The increase in the number of Secondary Fires was mostly seen during a heatwave, which occurred between the end of June and early July, and peaking between 6 and 8 July 2018 with temperatures reaching 30°C.
- Secondary Fires in Q1-Q3 2018-19 were also influenced by other weather events; during Q1 and Q2, the weather was dominated by a low pressure system which brought higher monthly precipitation in April and June compared to the long-term weather analysis (1981-2010, Met Office). From 8 August 2018 onwards, the number of fires significantly decreased to 10 or less incidents per day. This can also be explained by cooler weather at times during the second half of August and rainfall amounts which were more significant during this period.
- Figure 9 shows the 5-year trend line for the total number of Secondary Fires recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of Secondary Fires consistently increased by approximately 61 incidents, an increase of over 240 incidents in 5 years.

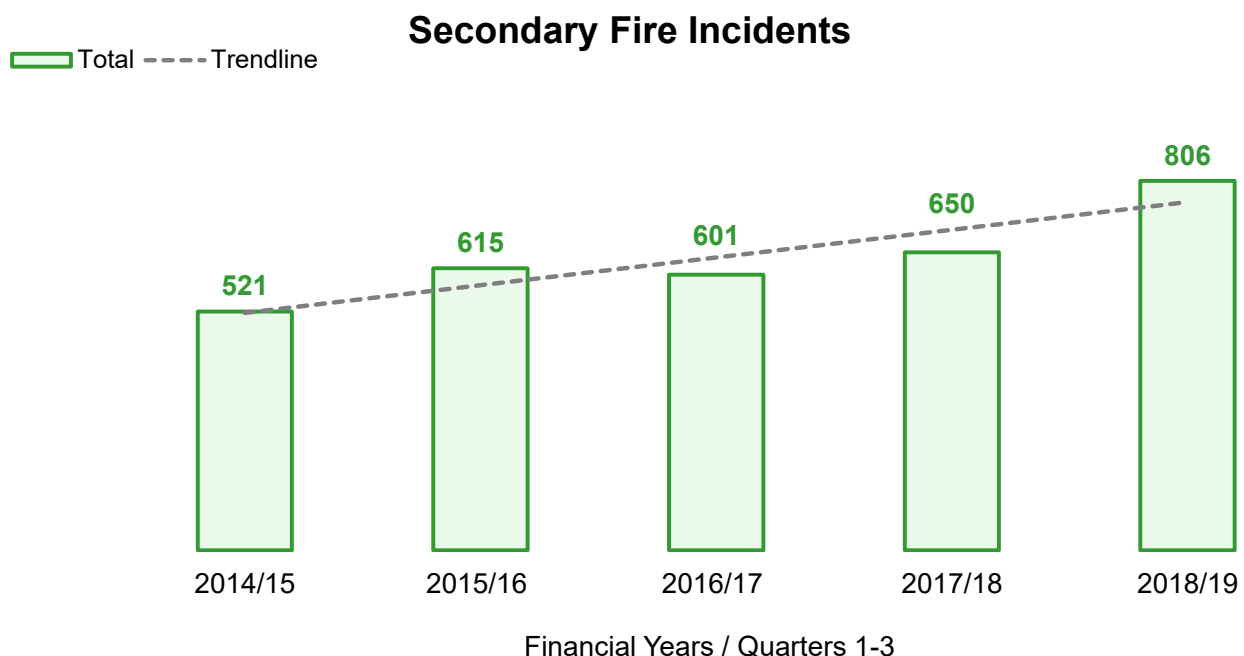


Figure 9 – Secondary Fires: from Q1-Q3 2014-15 to Q1-Q3 2018-19

1.5. Chimney Fires

The number of Chimney Fires (64 incidents) decreased by 8 incidents in Quarters 1-3 2018-19, compared to 72 in the same period of 2017-18 (Table 6, Figure 10). The decrease in the number of Chimney Fires is likely to be related to the warmer than usual weather.

Table 6 – Chimney Fires

Chimney Fires	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
April	12	10	-16.67
May	4	3	-25.00
June	2	0	-200.00
July	2	0	-200.00
August	0	0	0.00
September	3	5	66.67
October	7	13	85.71
November	17	19	11.76
December	25	14	-44.00
January			
February			
March			
Total	72	64	-11.11

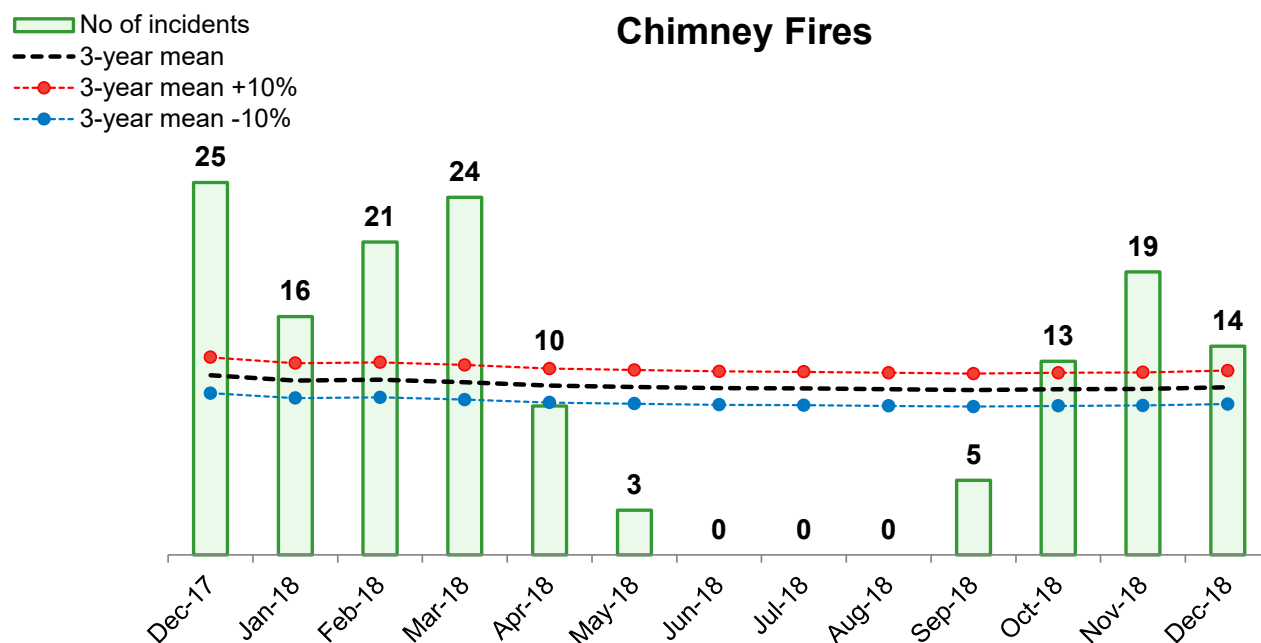


Figure 10 - Chimney Fires per month: from Dec 2017 to Dec 2018

The number of Chimney Fires in Q1-Q3 2018-19 was 20.20% less than the 5-year average of 80.20 incidents. Figure 11 shows the 5-year trend line for the total number of Chimney Fires recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of Chimney Fires consistently decreased by approximately 8 incidents, a decrease of over 30 incidents in 5 years.

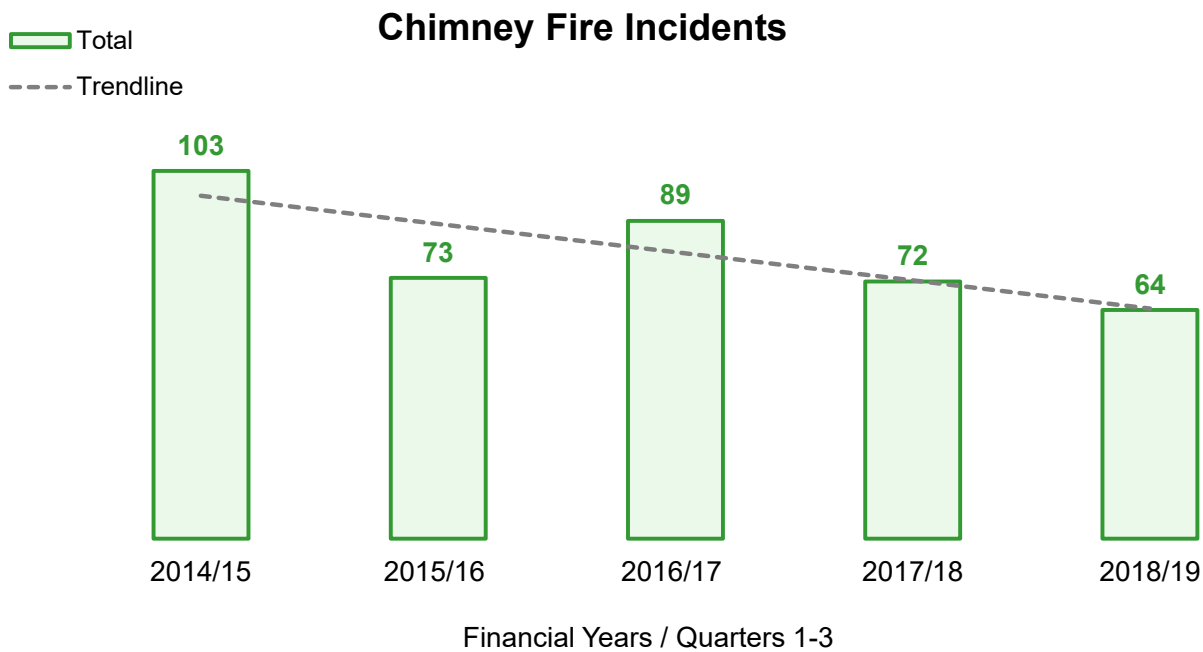


Figure 11 – Chimney Fires: from Q1-Q3 2014-15 to Q1-Q3 2018-19

Figure 12 shows the distribution of Chimney Fires by fire station ground. It shows that the highest numbers of Chimney Fires were in the Ewyas Harold area (6 incidents), while Leominster, Malvern, Eardisley and Worcester fire station area had 5 incidents each.

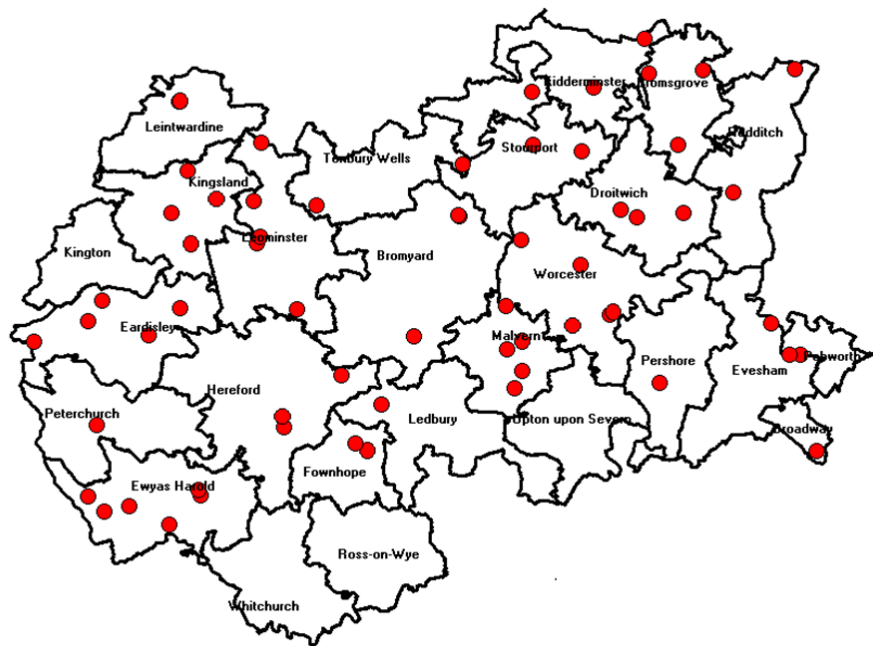


Figure 12 – Chimney Fires per station ground area in Q1-Q3 2018-19

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 14.10% (176 incidents) in Quarters 1-3 2018-19 compared to the same period in 2017-18 (Table 7, Figure 13). RTC incidents continue to form the greatest proportion of Special Service incidents, representing 37.01% of all Special Service incidents.

Table 7 – Special Services

Special Services	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
RTC	491	527	7.33
Animal assistance	100	81	-19.00
Assist other agencies	88	115	30.68
Flooding	60	103	71.67
Lift release	45	49	8.89
Rescue or evacuation from water	35	35	0.00
Other Special Services	429	514	19.81
Total	1,248	1,424	14.10

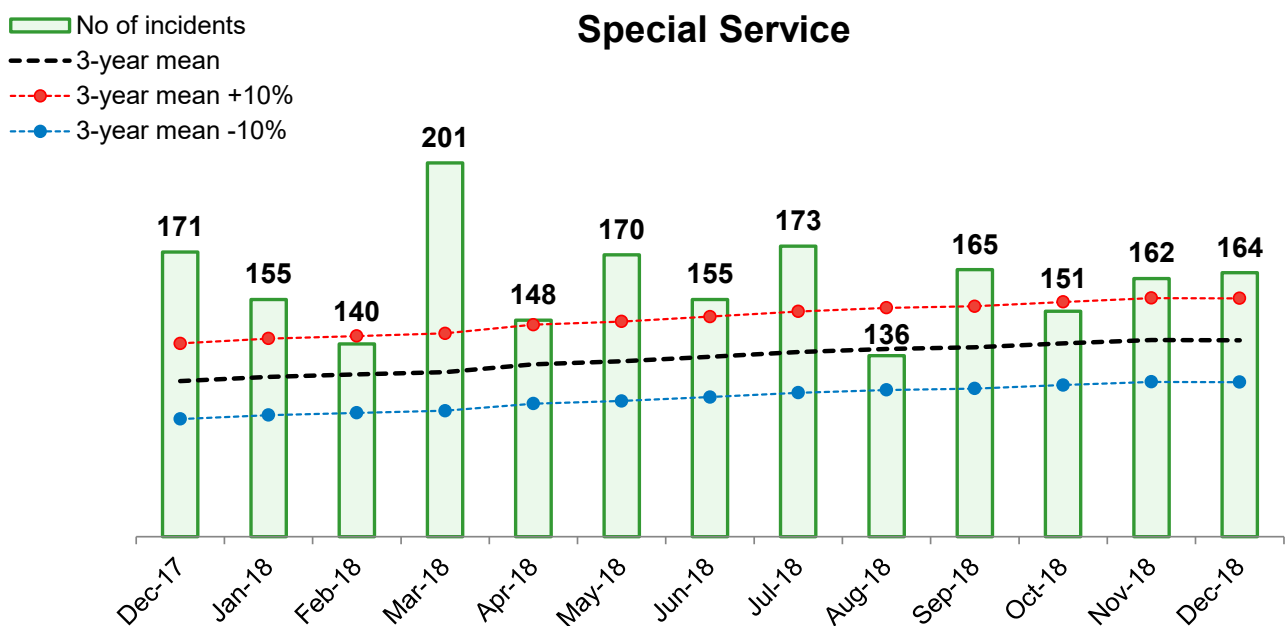


Figure 13 – Special Service incidents per month: from Dec 2017 to Dec 2018

- The number of RTC incidents shows a 7.33% increase (36 incidents) in Quarters 1-3 2018-19 compared with the same period in 2017-18.
- There was a large increase in the number of flash flooding incidents in Quarters 1-3 2018 which were caused by torrential rains recorded on 25/05/2018 (27.4 mm) and on 27/05/2018 (13.5 mm). 19 incidents were recorded on 27/05/2018 in the Hollywood area of Bromsgrove and were attended by Redditch and Bromsgrove fire station crews. In contrast, another torrential rain incident on 20/09/2018, which yielded 30.2 mm of rain, did not seem to have an impact on the number of Special Service incidents. This was Storm Bronagh which just by-passed Herefordshire and Worcestershire.
- Incidents involving Animal Assistance decreased by 19.00%.
- Other Special Services incidents increased by 19.81%. These are incidents such as the removal of objects, spills and leaks (non-RTC), provision of advice and assisting other agencies. In Q1-Q3 2018-19 the top 3 categories were 'Other' (98 incidents), 'Ring removal' (54 incidents), 'Service not required' (38 incidents).
- Figure 14 shows the 5-year trend line for the total number of Special Service incidents recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of Special Service incidents consistently increased by approximately 96 incidents, an increase of over 380 incidents in 5 years.

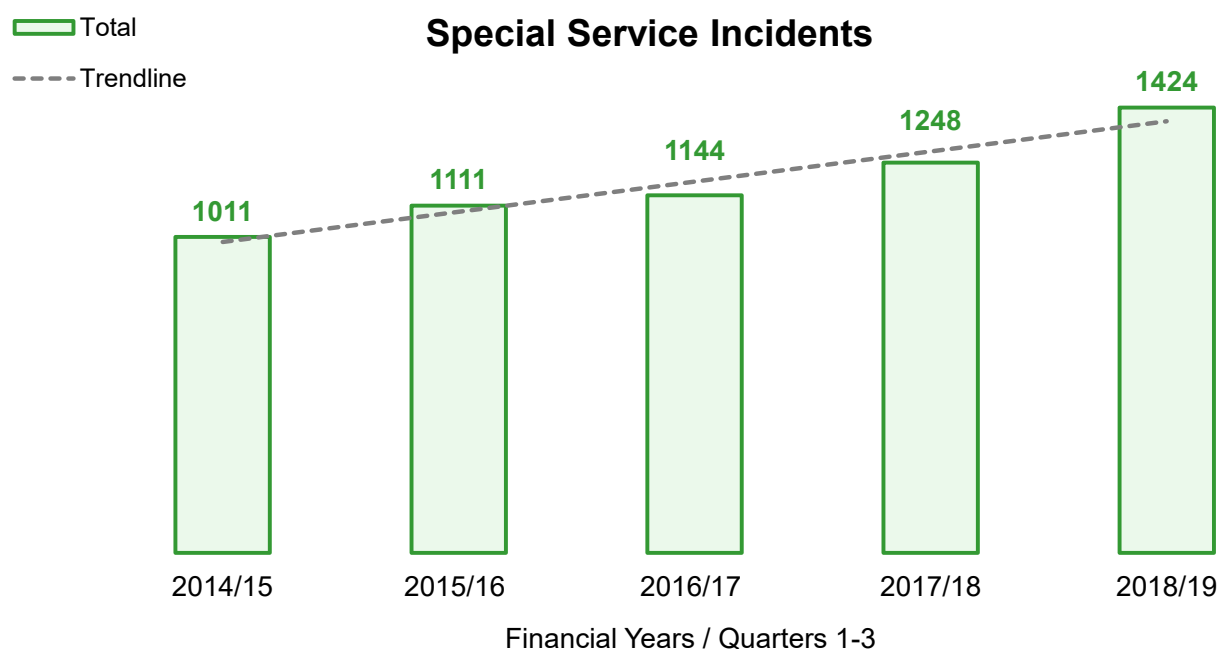


Figure 14 – Special Service incidents: from Q1-Q3 2014-15 to Q1-Q3 2018-19

2.2. RTC Incidents

Road Traffic Collision (RTC) incident numbers reflect the total number of incidents in the two counties of Herefordshire and Worcestershire that were attended by HWFRS crews.

Table 8 – RTC Incidents

RTC Incidents	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
Make vehicle safe	303	307	1.32
Make scene safe	67	80	19.40
Extrication of person/s	62	57	-8.06
Release of person/s	25	44	76.00
Wash down road	2	2	0.00
Other	32	37	15.63
Total	491	527	7.33

- The number of RTC incidents attended in Q1-Q3 2018-19 increased by 7.33% (36 incidents) compared to the same period in 2017-18 (Table 8). This is mostly accounted for by an increase in attending 'RTC – Release of person/s' (19 incidents) and 'RTC – Make scene safe' (13 incidents).
- RTC incidents that required the extrication of person/s (using cutting equipment) decreased by 8.06% from 62 to 57 incidents.
- The majority of RTCs involved making vehicles safe (58.25% of all RTC incidents attended).
- Fire and Rescue crews attended 14 fatalities involving RTCs in Quarters 1-3, compared to 10 in the same period in 2017-18. These 14 fatalities all occurred at separate incidents. The number of people slightly injured in RTCs decreased from 250 to 221 and the overall number of casualties decreased by 49 people (Table 9, Figure 15).
- The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

Table 9 – RTC Casualties

RTC Casualty: severity	Q1-Q3 2017-18		Q1-Q3 2018-19		% change	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	7	10	14	14	100.0	40.00
Victim went to hospital, injuries appear to be Serious	42	71	52	82	23.81	15.49
Victim went to hospital, injuries appear to be Slight	138	250	137	221	-0.73	-11.60
First aid given at scene	55	123	45	88	-18.18	-28.46
Total	242	454	248	405	2.48	-10.79

- Fatalities
- Victim went to hospital, injuries appear to be Serious
- Victim went to hospital, injuries appear to be Slight
- First aid given at scene

RTC - Injuries and Fatalities

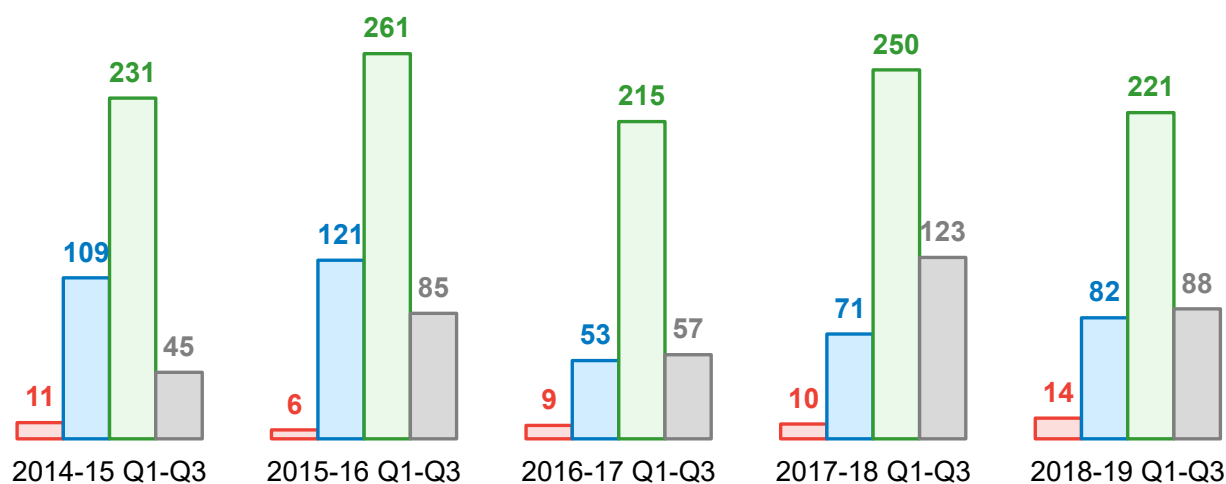


Figure 15 – RTC Injuries and fatalities quarterly data: from Q1-Q3 2014-15 to Q1-Q3 2018-19

- Figure 16 shows the 5-year trend line for the total number of Road Traffic Collisions recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of Road Traffic Collisions consistently increased by approximately 25 incidents, an increase of over 100 incidents in 5 years.

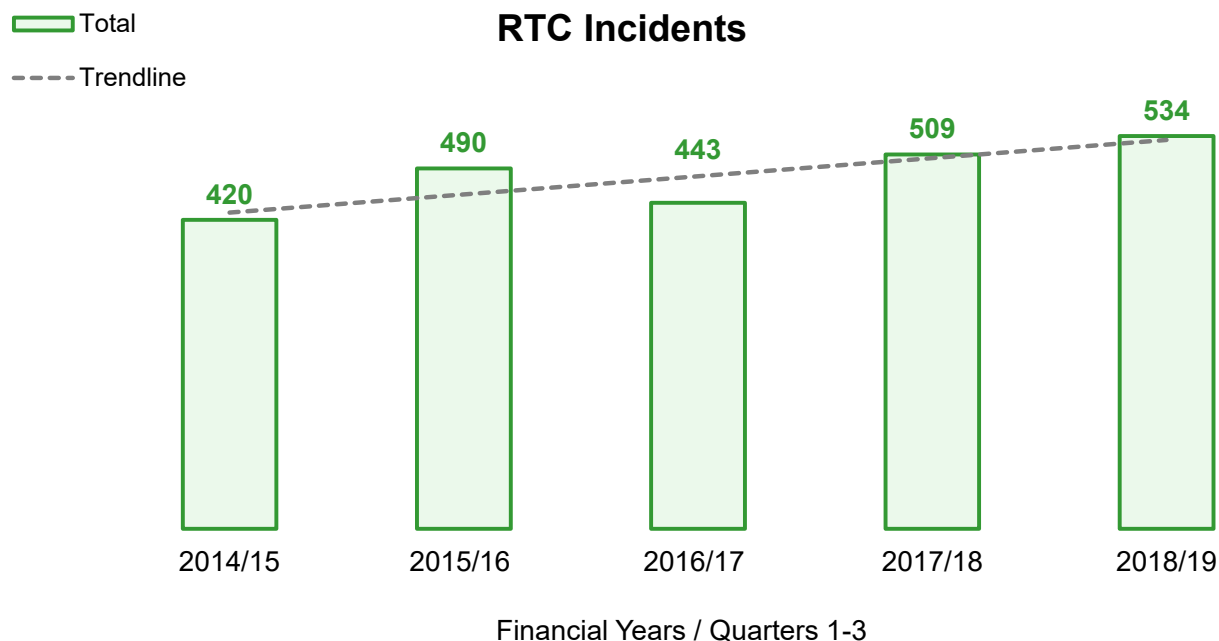


Figure 16 – RTC Incidents: from Q1-Q3 2014-15 to Q1-Q3 2018-19

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarters 1-3 2018-19 shows an increase of 82 incidents (3.26%) compared to the same period in 2017-18 (Table 10, Figure 17). Overall, 45.73% of False Alarm calls were for residential properties and 54.27% were for non-residential premises.

Automatic Fire Alarm incidents increased by 13 incidents (0.69%) in Q1-Q3 2018-19 compared to the same period in 2017-18 (Table 10). The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents increased by 83 incidents (13.83%) in Q1-Q3 2018-19, compared to the same period in 2017-18. Malicious False Alarms decreased from 45 to 31.

Figure 18 shows the 5-year trend line for the total number of False Alarms recorded in Q1-Q3 between 2014-15 and 2018-19. Analysis shows that for each Q1-Q3 period the total number of False Alarms consistently increased by approximately 66 incidents, an increase of over 260 incidents in 5 years.

Table 10 – False Alarms

Category	Q1-Q3 2017-18	Q1-Q3 2018-19	% change
Malicious false alarms	45	31	-31.11
Good intent false alarms	600	683	13.83
Fire alarm due to apparatus	1,873	1,886	0.69
Total	2,518	2,600	3.26

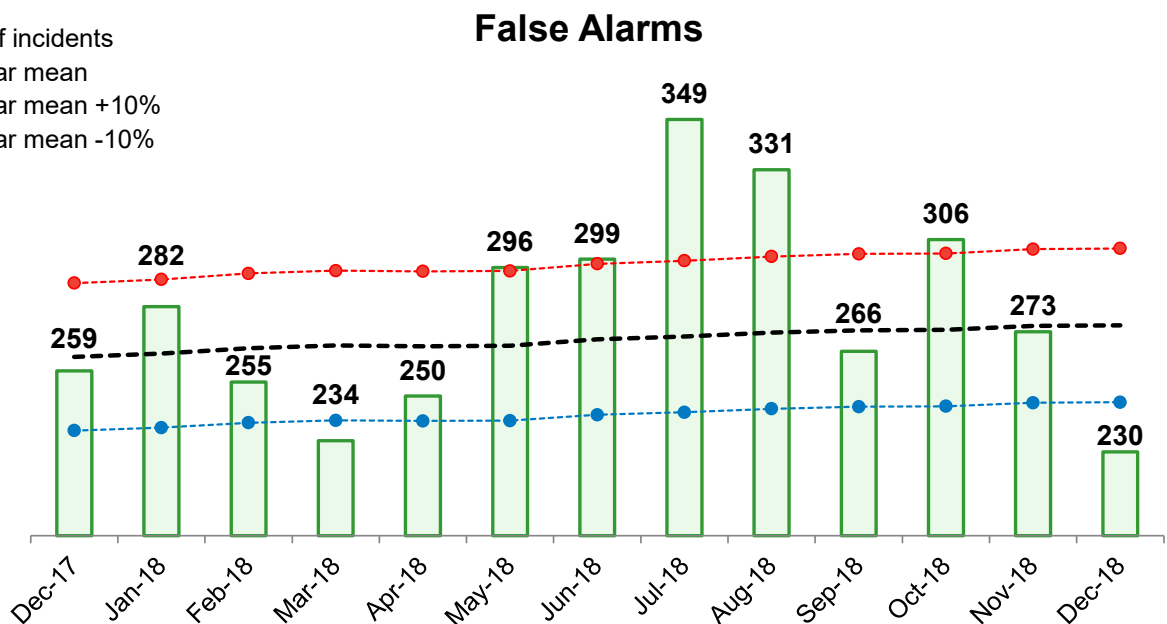


Figure 17 – False Alarm incidents per month: from Dec 2017 to Dec 2018

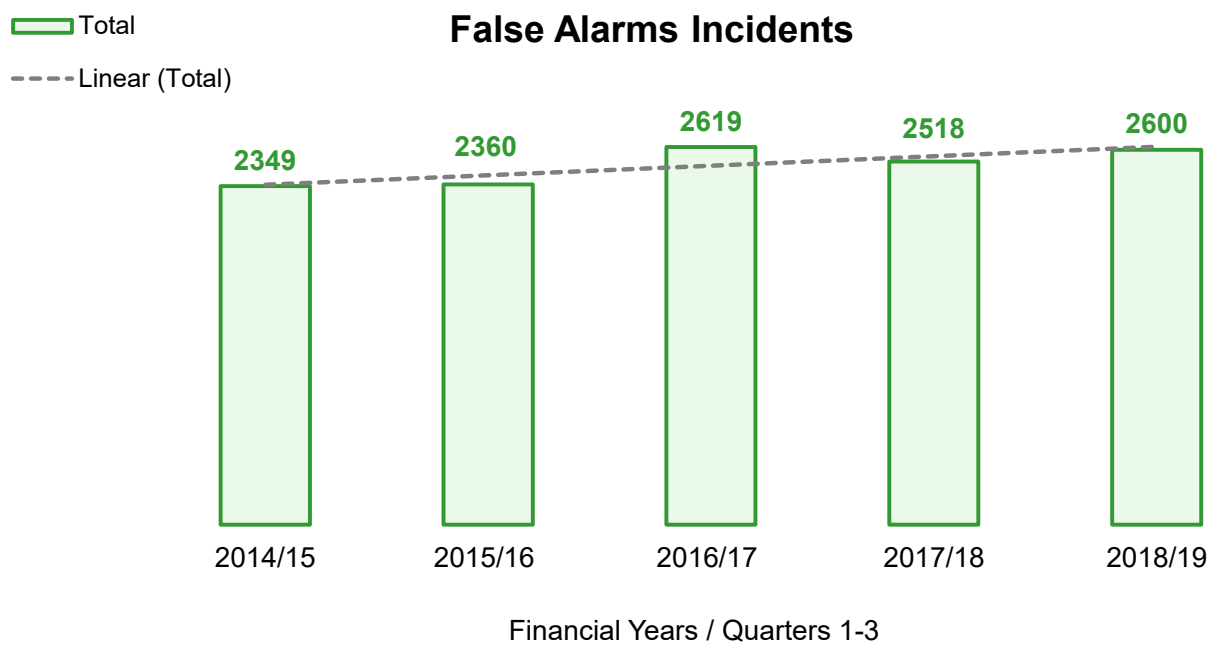


Figure 18 – False Alarm incidents: from Q1-Q3 2014-15 to Q1-Q3 2018-19

3. Absence Management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system (Figure 19). The sickness level for all staff in Q3 2018-19 has decreased overall to 2.50 days when compared to 2.90 days lost per head in Q3 in 2017-18. This is slightly above the 5-year average of 1.99 days lost per head. More details can be found in Table 11.

3.1. All Staff Sickness

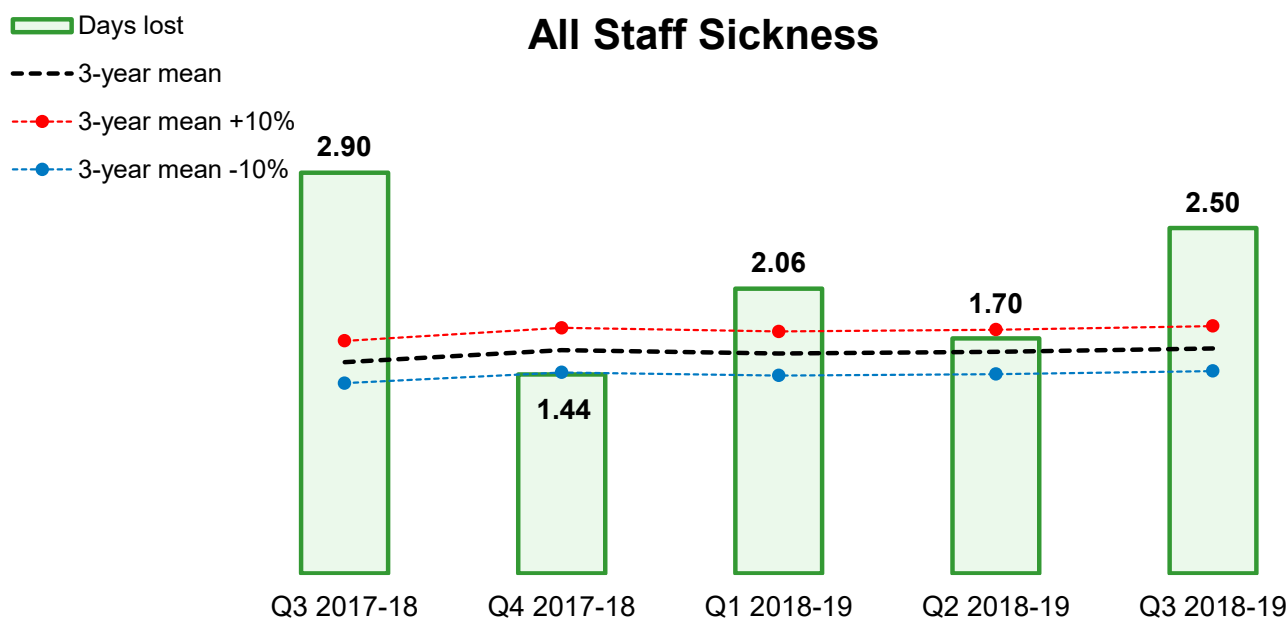


Figure 19 – All Staff Sickness: from Q3 2017-18 to Q3 2018-19

Table 11 – 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	0.86	1.20	2.06
Quarter 2	0.45	1.25	1.70
Quarter 3	0.52	1.98	2.50
Quarter 4			

- Long-term sickness continues to form the greatest proportion of All Staff sickness.
- Figure 20 shows the 5-year trend line for the All Staff Sickness (the number of days/shifts lost per head) recorded in Q3 between 2014-15 and 2018-19. Time cannot be used as a predicting variable for the increasing number of days/shifts lost per head, since the model is of a very poor fit.

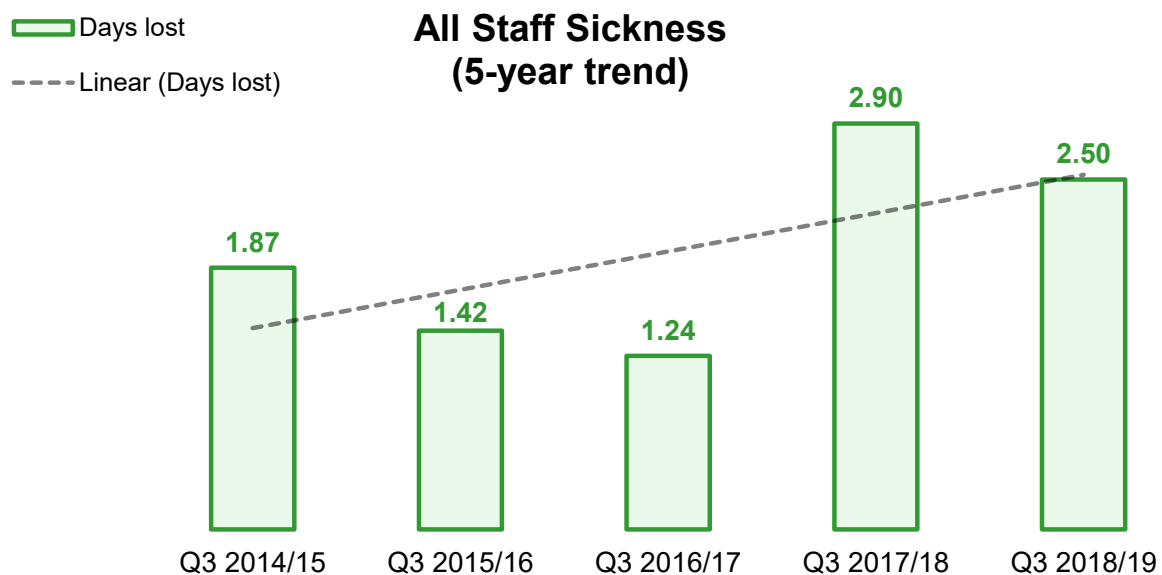


Figure 20 – All Staff Sickness: from Q3 2014-15 to Q3 2018-19

3.2. Non-Uniformed Staff Sickness

Non-Uniformed Staff Sickness increased in Q3 2018-19 to 2.74 days (Figure 21, Table 12). During the same period in 2017-18, Non-Uniformed Staff Sickness was at a lower level (0.59 days lost per head).

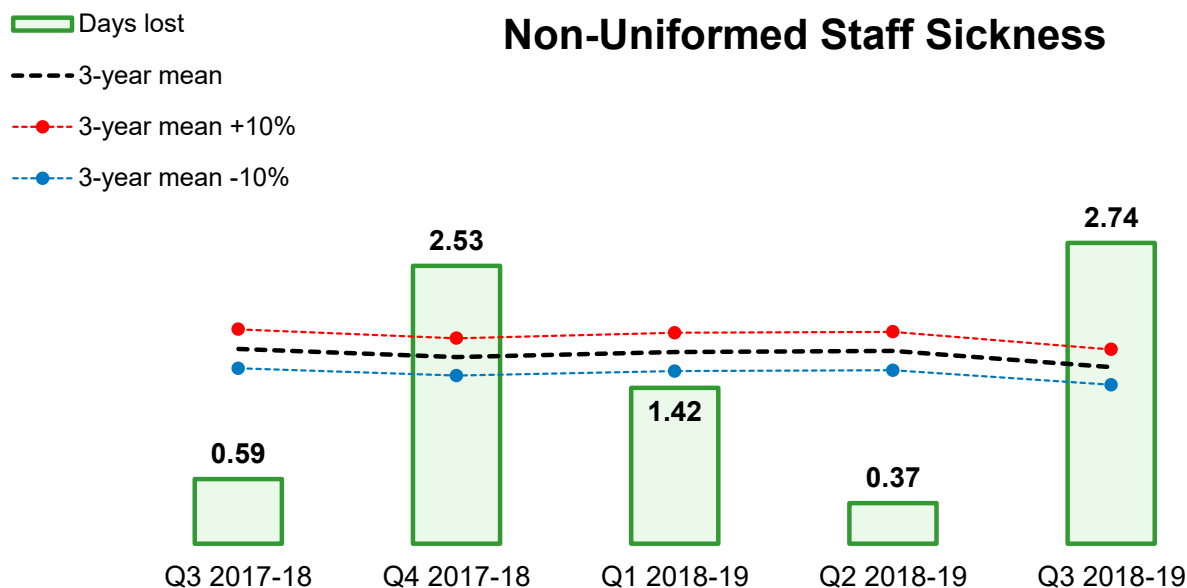


Figure 21 – Non-Uniformed Staff Sickness: from Q3 2017-18 to Q3 2018-19

Table 12 - 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	1.11	0.31	1.42
Quarter 2	0.40	-0.02*	0.38
Quarter 3	0.50	2.24	2.74
Quarter 4			

- Long term sickness is now the largest proportion of sickness for Non-Uniformed Staff.
- By occurrence the most frequently recorded reason for absence in Q1-Q3 2018-19 were respiratory infections (cold / influenza).
- By number of days lost the most significant reason for absence in Q1-Q3 2018-19 were depression and other mental health related issues.

* The number of employees is constantly changing and this influences the average number of days/shifts lost per person reported. The negative numbers reflects changes between these averages from one quarter to another.

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness decreased in Q3 2018-19 to 2.16 days (Figure 22, Table 13). During the same period in 2017-18, Wholetime Staff Sickness was at a higher level (2.49 days lost per head).

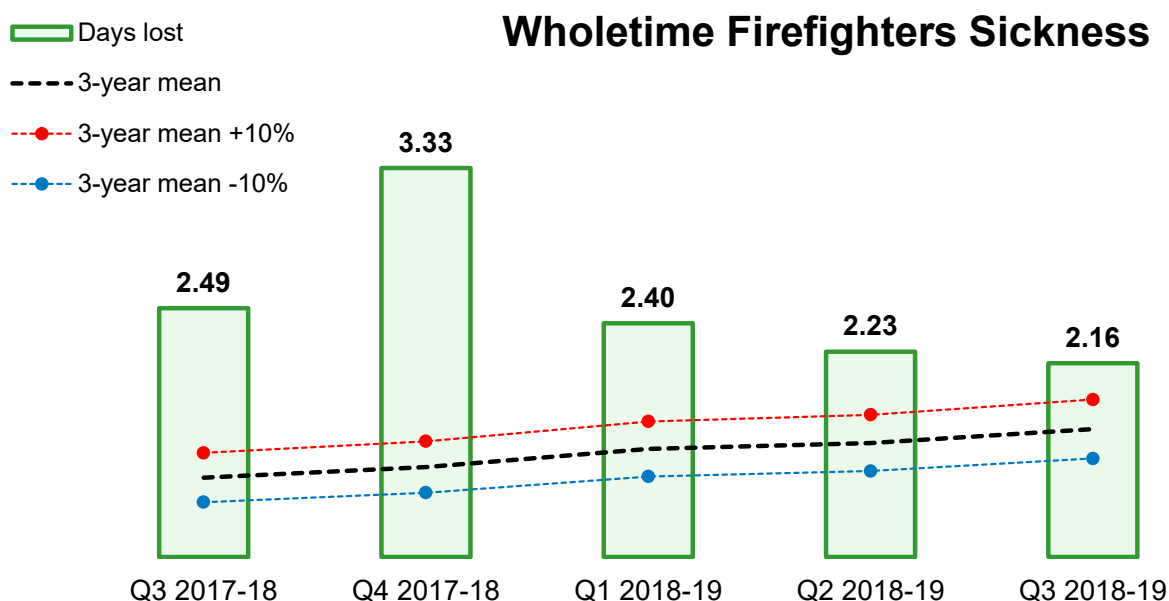


Figure 22 – Wholetime Staff Sickness: from Q3 2017-18 to Q3 2018-19

Table 13 – 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	0.76	1.65	2.41
Quarter 2	0.30	1.93	2.23
Quarter 3	0.59	1.57	2.16
Quarter 4			

- By occurrence the most frequently recorded reason for absence in Q1-Q3 2018-19 were gastro-intestinal related issues.
- By number of days lost the most significant reason for absence in Q1-Q3 2018-19 were stress and other mental health related issues.

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 Herefordshire Council and Worcestershire County Council (WCC), whose sickness figures are most readily available (Table 14).

Table 14 – 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	1.38	4.71	6.09
Herefordshire Council			8.26
HWFRS	1.83	4.43	6.26

- The latest figures for Q1-Q3 2018-19 show that the Service's overall staff sickness levels continue to compare well, with lower levels of sickness for all staff at 6.26 days lost per head compared to the 8.26 at Herefordshire Council, but slightly higher than the 6.09 at Worcestershire County Council.
- Figures for other Fire and Rescue Services are generally only available a quarter in arrears. The latest available figures are for Q1-Q2 2018-19, which showed that Hereford & Worcester FRS All Staff Sickness was higher than Shropshire FRS (2.97 days/shifts lost per head compared to 2.18).

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Total Incidents, Total Fires, Primary Fires, Secondary Fires, Special Service and All Staff Sickness being out of tolerance for Q1-Q3 2018-19, the first attendance by a fire appliance at Primary Building Fires within 10 minutes was also outside tolerance level. As previously explained, in the report for Q1-Q3 2018-19 there was an increase in the number of incidents attended, mainly influenced by weather events.

4.1 Attendance Standards – First Fire Appliance at Primary 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 Primary Building Fires within 10 minutes on at least 75% of occasions.

The total number of Primary Building Fires in Quarters 1-3 2018-19 was 514, which is a 13.47% increase compared to the same period in 2017-18.

The percentage of Primary Building Fires* attended by the first fire appliance within 10 minutes during Quarters 1-3 2018-19 was 54.67% which is a 5.15% decline compared to the same period in 2017-18 (Table 15).

* It should be noted that calculations are based on available records, which have been quality checked. During Q1-Q3 2018-19, 15 out of 514 (2.92%) records were not included compared to 6 in Q1-Q3 2017-18 (1.32%).

Table 15 – First fire appliance attendance at Primary Building Fires within 10 minutes

First fire appliance attendance	Q1-Q3 2017-18		Q1-Q3 2018-19	
Primary Building Fires attended within 10 minutes	271	59.82%	281	54.67%
Primary Building Fires not attended within 10 minutes	176	38.85%	218	42.41%
Total	447	98.68%	499	97.08%

Table 16 – First fire appliance attendance at Primary Building Fires average times

First fire appliance attendance (average times)	Q1-Q3 2017-18 (mm:ss)	Q1-Q3 2018-19 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:42	01:37
Travel time (Mobile Time until Appliance Arrival at Scene)	08:11	08:49
Time of Call to Arrival at Scene	09:53	10:26

- 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 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 the Fire Control has identified the address in the database and needs to pinpoint the nearest fire appliance.
- The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q3 2018-19 was 10 minutes and 26 seconds, a decrease of 5.56% compared with Q1-Q3 2017-18 (Table 16).
- In Q1-Q3 2018-19 the first fire appliance did not meet the Attendance Standard on 229 occasions out of the 514 Primary Building Fires attended* (Table 17). The main reason cited by crews for the first fire appliances not attending Primary Building Fires within 10 minutes was travel distance to the incident (50.22% of incidents). The top three reasons for not meeting the attendance standard are listed in Table 17.

* This statistic is based on information provided by firefighters in the incident reports.

Table 17 – Attendance Standard – Primary Building Fires

Reason for not meeting attendance standard	Number of incidents	%
Travel distance to the incident	115	50.22
Turn in time (On-Call and Day Crew only)	42	18.34
Appliance not booked in attendance	19	8.30
Other	53	23.14
Total	229	100.00

5. On-Call (Retained) Availability

The Gartan* report was produced on 08-01-2019 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance decreased by 3.14%, when compared with the same period of 2017-18 (Table 18).

*Gartan is an online availability management system.

Table 18 – First fire appliance On-Call (Retained) availability

Call sign	Station	County Council	Q1-Q3 2017-18	Q1-Q3 2018-19	% Change +/-
542	Bromyard	Herefordshire	97.99%	95.22%	-2.77%
481	Eardisley	Herefordshire	93.30%	94.65%	1.35%
472	Ewyas Harold	Herefordshire	95.92%	97.87%	1.95%
431	Fownhope	Herefordshire	92.41%	96.29%	3.88%
463	Hereford	Herefordshire	98.91%	97.74%	-1.17%
511	Kingsland	Herefordshire	99.31%	99.28%	-0.03%
492	Kington	Herefordshire	95.98%	96.28%	0.30%
422	Ledbury	Herefordshire	97.00%	98.28%	1.28%
502	Leintwardine	Herefordshire	98.50%	97.84%	-0.66%
522	Leominster	Herefordshire	99.54%	99.92%	0.38%
552	Peterchurch	Herefordshire	87.62%	64.36%	-23.26%
442	Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
452	Whitchurch	Herefordshire	79.37%	64.44%	-14.93%
231	Bewdley	Worcestershire	71.33%	63.04%	-8.29%
302	Broadway	Worcestershire	78.09%	58.03%	-20.06%
251	Bromsgrove	Worcestershire	83.28%	80.79%	-2.49%
261	Droitwich Spa	Worcestershire	64.16%	64.40%	0.24%
281	Evesham	Worcestershire	88.30%	88.73%	0.43%
241	Kidderminster	Worcestershire	49.07%	64.92%	15.85%
411	Malvern	Worcestershire	84.27%	75.39%	-8.88%
291	Pebworth	Worcestershire	87.49%	84.86%	-2.63%
311	Pershore	Worcestershire	93.53%	85.86%	-7.67%
271	Redditch	Worcestershire	98.47%	96.50%	-1.97%
221	Stourport	Worcestershire	83.73%	69.93%	-13.80%
532	Tenbury	Worcestershire	98.66%	98.97%	0.31%
322	Upton upon Severn	Worcestershire	92.98%	90.08%	-2.90%
213	Worcester	Worcestershire	76.12%	76.96%	0.84%
Total Hours Available			88.35%^{a,b}	85.21%^a	-3.14%

^a The average (mean) of availability of first appliances only.

^b The Gartan report for Q1-Q3 2017-18 was re-done on 28-12-2018 and contains revised data, which is now presented with two decimal places instead of one. The figures shown for Broadway, Evesham, Kidderminster, Malvern and Worcester fire stations and for total hours available in Q1-Q3 2017-18 are different to those previously reported (90.3%). This was caused by retrospective updating on the Gartan system.

5.1 Number of incidents per station ground

Table 19 shows the number of incidents recorded in each fire station ground area* in Q1-Q3 2018-19.

Table 19 – Incidents per station ground Q1-Q3 2018-19

Station Ground	County Council	Fire	Special Service	False Alarm	Total
Bromyard	Herefordshire	34	26	23	83
Eardisley	Herefordshire	15	15	6	36
Ewyas Harold	Herefordshire	12	5	9	26
Fownhope	Herefordshire	10	8	3	21
Hereford	Herefordshire	136	164	313	613
Kingsland	Herefordshire	19	9	5	33
Kington	Herefordshire	6	15	3	24
Ledbury	Herefordshire	17	23	29	69
Leintwardine	Herefordshire	7	7	0	14
Leominster	Herefordshire	43	43	69	155
Peterchurch	Herefordshire	13	6	6	25
Ross-on-Wye	Herefordshire	38	32	52	122
Whitchurch	Herefordshire	12	19	9	40
Bewdley	Worcestershire	57	25	51	133
Broadway	Worcestershire	9	8	22	39
Bromsgrove	Worcestershire	130	124	290	544
Droitwich Spa	Worcestershire	86	68	106	260
Evesham	Worcestershire	127	75	149	351
Kidderminster	Worcestershire	202	109	263	574
Malvern	Worcestershire	60	87	176	323
Pebworth	Worcestershire	23	7	7	37
Pershore	Worcestershire	47	28	74	149
Redditch	Worcestershire	246	191	341	778
Stourport	Worcestershire	86	37	96	219
Tenbury	Worcestershire	20	22	6	48
Upton upon Severn	Worcestershire	37	24	26	87
Worcester	Worcestershire	264	247	466	977
Total		1,756	1,424	2,600	5,780

* This analysis was based on the geographical coordinates of incident locations. When the location of an incident was beyond the geographical territory of HWFRS, the incident was assigned to the station ground of the station attending the incident.

In Q1-Q3 2018-19 HWFRS attended a total of 99.00 Over The Border (OTB) incidents; these were 30.00 Fire, 27.00 Special Service and 42.00 False Alarm incidents.