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.

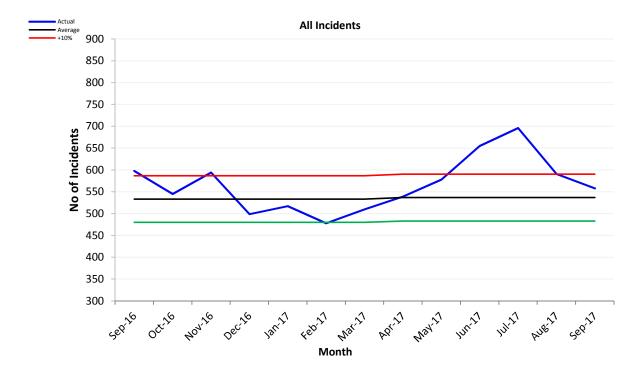
1. Operational Activity

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%.



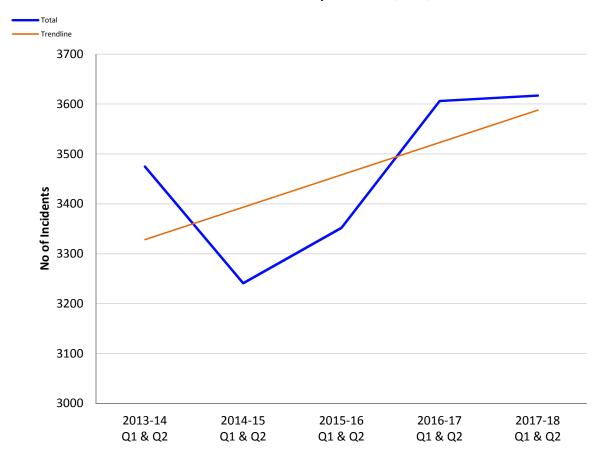
(Figure 1 – Total Incidents per month: Sept 2016 to Sept 2017)

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 the11.4% 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.

Total Incidents - 5 year trend - Q1 & Q2

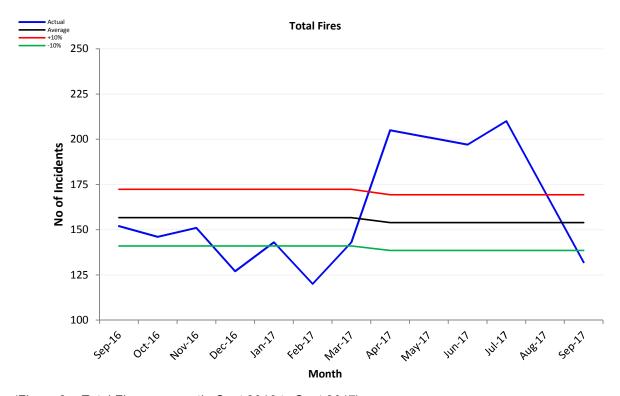


Financial Year/ Quarters 1 & 2

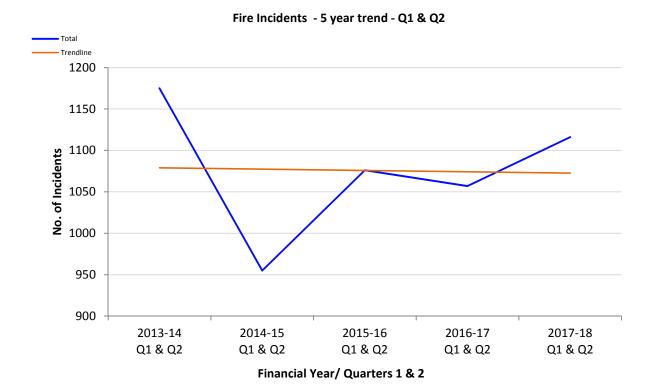
(Figure 2 – All Incidents: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

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)

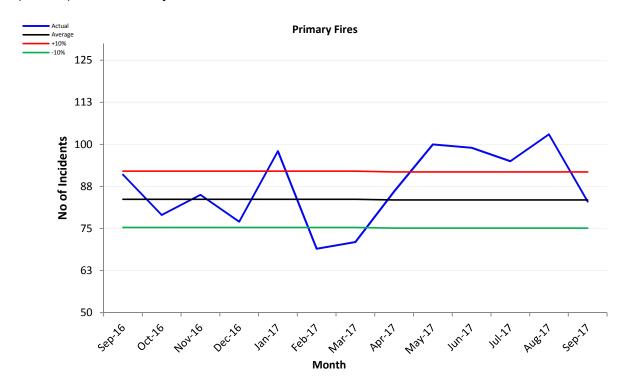
Total Fires	Q1&Q2 2016-17	Q1&Q2 2017-18	% change
Primary Fires	550	566	2.9
Secondary Fires	473	527	11.4
Chimney Fires	34	23	-32.4
Total Fires	1057	1116	5.6

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

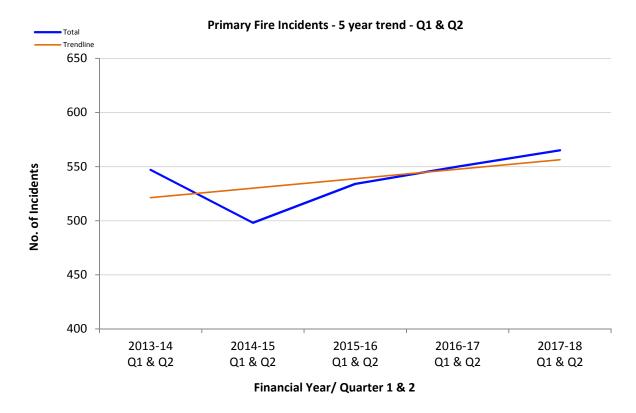
- The number of Primary Fire incidents increased by 16 incidents in Quarter 1 & 2 of 2017-18 compared to the same period in 2016-17, representing an increase of 2.9%.
- The number of Secondary Fires increased by 54 incidents (11.4%) compared with the same period in 2016-17.
- The number of Chimney Fires 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)

■ Fatalities

5

0

2013-14 Q1-Q2

Victim went to hospital, injuries appear to be Serious Victim went to hospital, injuries appear to be Slight First aid given at scene 25 10

2015-16 Q1-Q2

Year/Quarter

2016-17 Q1-Q2

2017-18 Q1-Q2

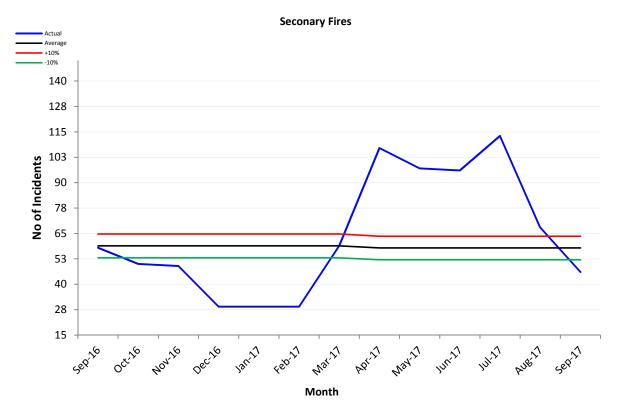
Primary Fire Injuries and Fatalities - 5 year trend - Q1 & Q2

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

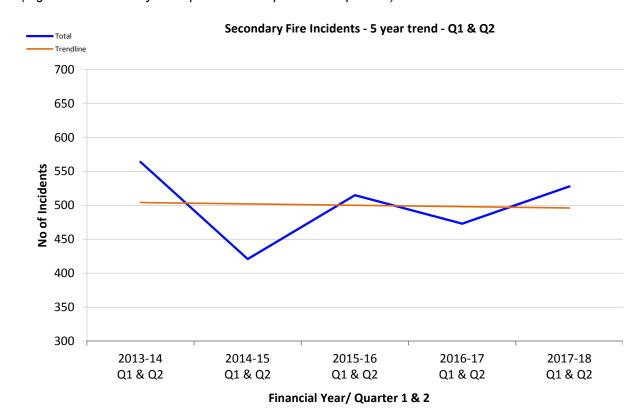
2014-15 Q1-Q2

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)

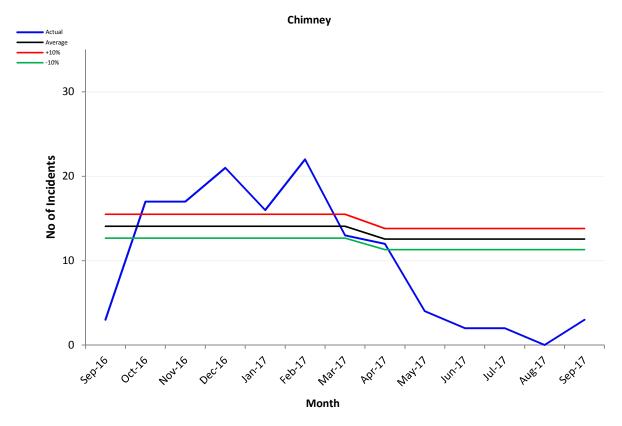
Secondary Fires	Q1&Q2 2016-17	Q1&Q2 2017-18	% change
Grassland, Woodland and Crop	190	202	6.3
Other Outdoors (including land)	127	165	29.9
Outdoor equipment & machinery	11	11	0.0
Outdoor Structures	106	119	12.3
Building & Transport	39	30	-23.1
Total	473	527	11.4

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

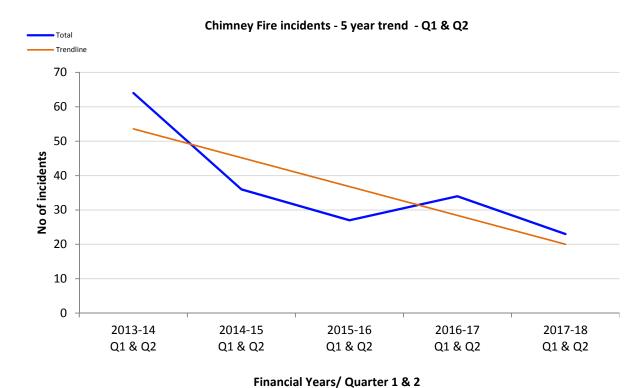
- The number of Secondary Fires has increased by 11.4% (54 incidents) in Quarter 1 & 2 2017-18, compared to Quarter 1 & 2 2016-17.
- Grassland, Woodland and Crop Fires represent the greatest proportion (38.3%) of all Secondary Fires.
- The Community Risk department have run several campaigns during Q1 & Q2 2017-18 and have sent 5 press releases to local media. Campaigns have included:
 - Smoke alarm purchasing and testing
 - o 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		10 (n) (n) (n)	
November		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	
December		, , , , , , , , , , , , , , , , , , ,	
January) N N N	
February		16 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	
March		10 10 10 10 10	
Total	34	23	-32.4

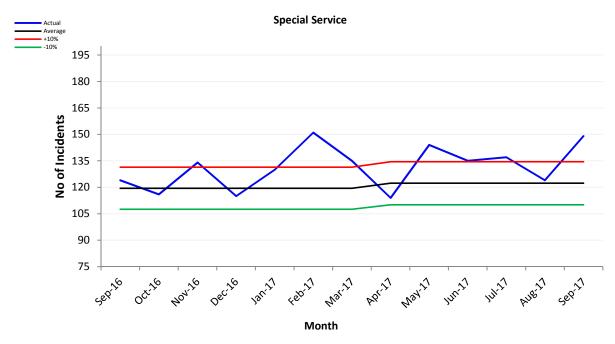
(Table 6 – Chimney Fires: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

2. Operational Activity - Other Non-Fire Incidents

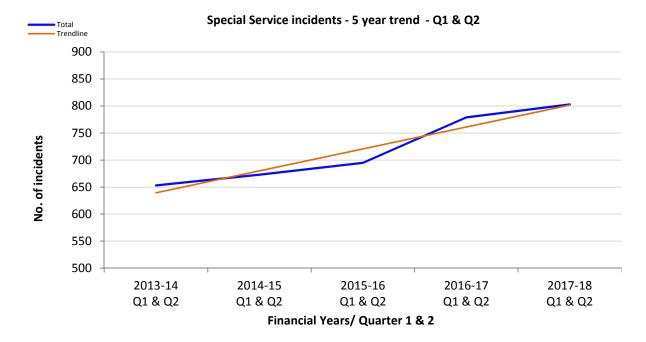
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

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).

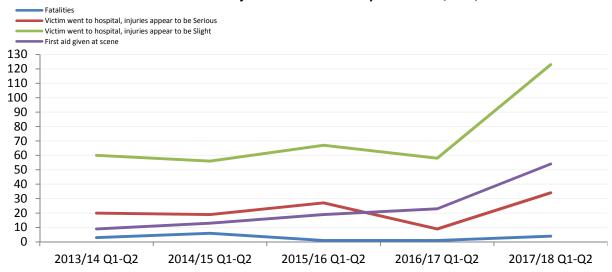
RTC Incidents	Q1&Q2 2016-17	Q1&Q2 2017-18	% change
Extrication of person/s	38	43	13.2
Make scene safe	46	40	-13.0
Make vehicle safe	175	186	6.3
Release of person/s	24	16	-33.3
Wash down road	2	1	-50.0
Other	24	27	12.5
Total	309	313	1.3

(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

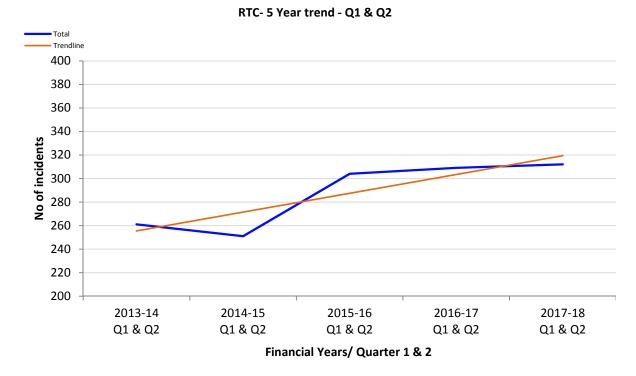
(Table 9 – RTC Casualty severity: Q1 & Q2 2016-17 and Q1 & Q2 2017-18)

RTC - Injuries and Fatalities - 5 year trend - Q1 & Q2



(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.

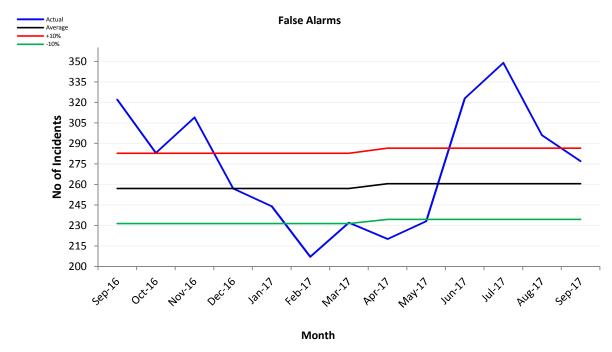


(Figure 15 – RTC Incidents per month: Q1 & Q2 2013-14 to Q1 & Q2 2017-18)

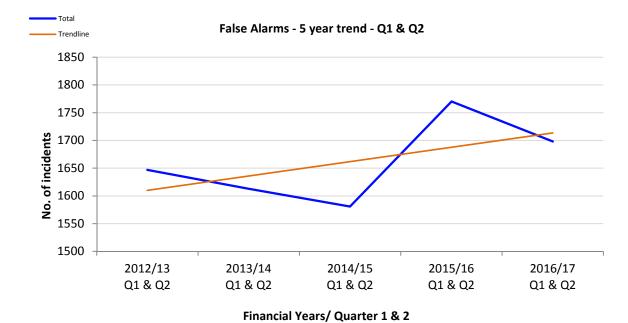
2.3. False Alarm Incidents

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)

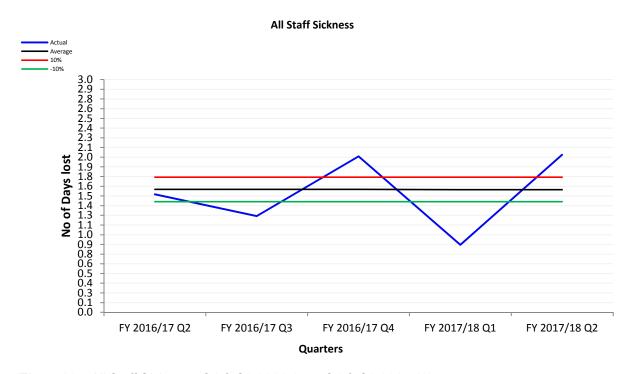
False Alarms	Q1&Q2 2016-17	Q1&Q2 2017-18	% change
Malicious False Alarms	25	32	28.0
False Alarm Good Intent	437	425	-2.7
Fire alarm due to Apparatus	1308	1241	-5.1
Total	1770	1698	-4.1

(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



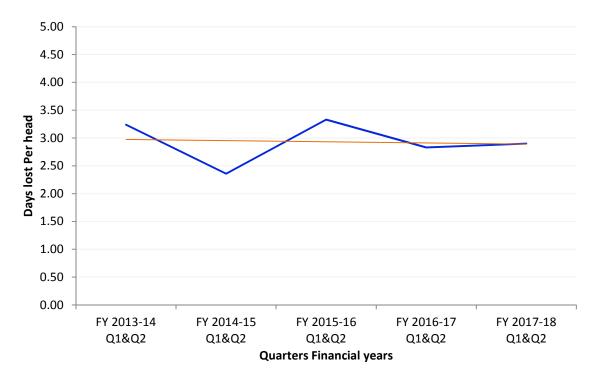
(Figure 18 – All Staff Sickness: Q1 & Q2 2016-17 to Q1 & Q2 2017-18)

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			i 1 1
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.

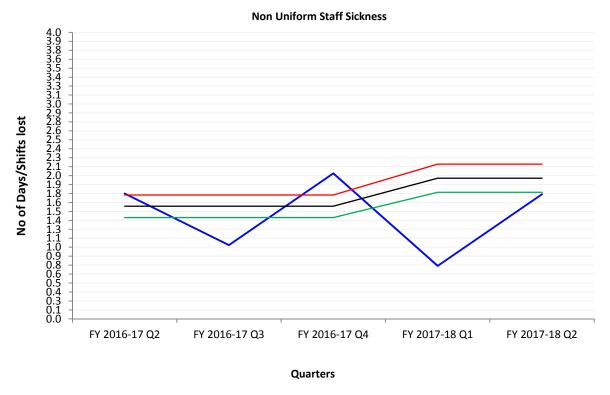
All staff sickness - 5 year trend - Q1 - Q2



(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)

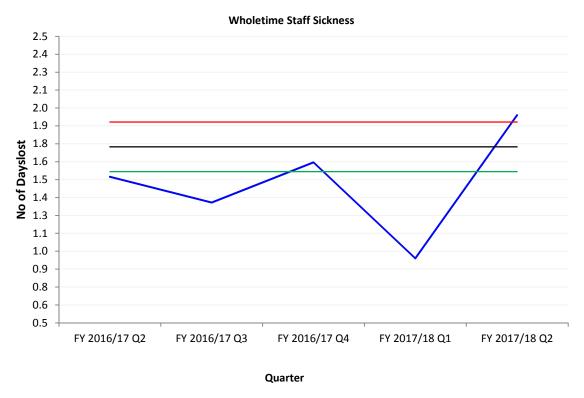
Non-Uniform Staff Sickness	Short Term Sickness per head (Days lost)	Long Term Sickness per head (Days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	0.30	0.44	0.74
Quarter 2	0.81	1.22	2.03
Quarter 3			1
Quarter 4			1
Total	1.11	1.66	2.77

(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		1		
Quarter 4	ir I	1 1 1 1		
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)				
Other: insufficient information received, traffic conditions, simultaneous incidents.				
	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 a100% 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)