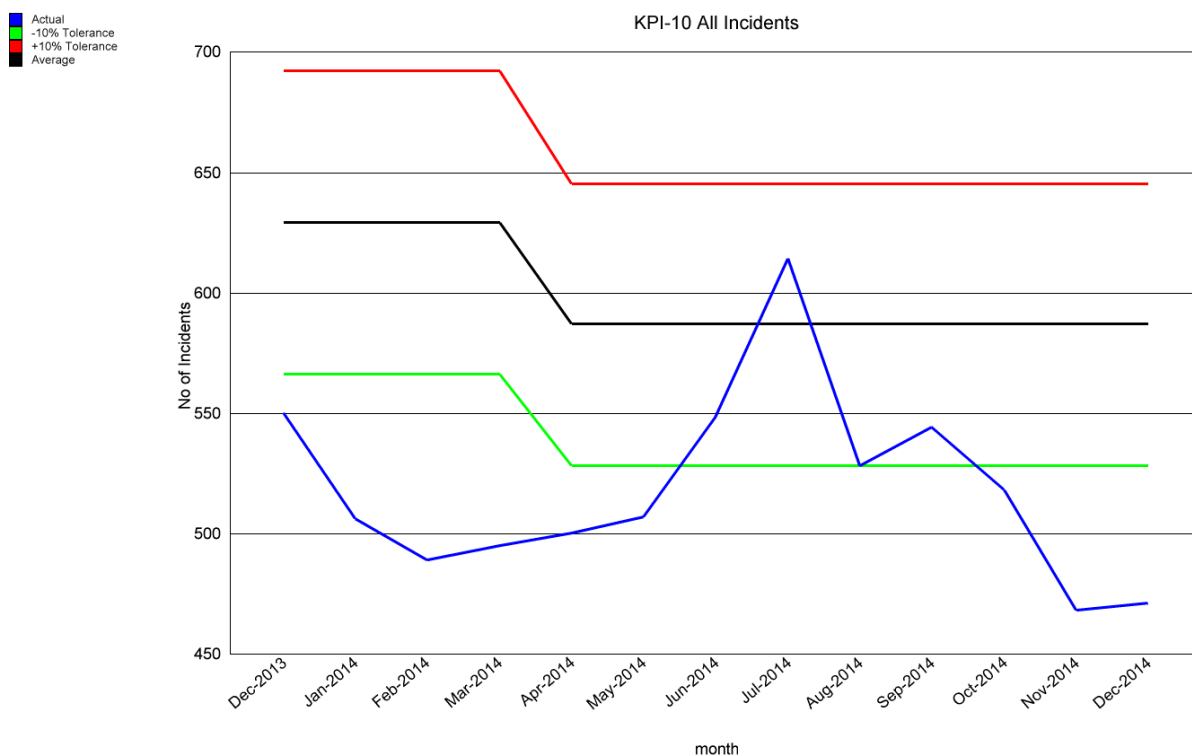


## Fire Authority Annual Report 2014-15

### 2014-15 Quarter 1 to 3 Performance

## 1. Operational Activity – Total and Fire Incidents

### 1.1. Total Incidents Attended



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

**Summary** Total incident levels for Quarter 1 to 3 2014-15 shows a decrease in operational activity compared with the same quarters last year. There have been decreases in the three main categories of incidents compared with same period in 2013-14. The total number of incidents attended is the lowest Quarter 1 to 3 total since the current dataset has been collected for the past nine years.

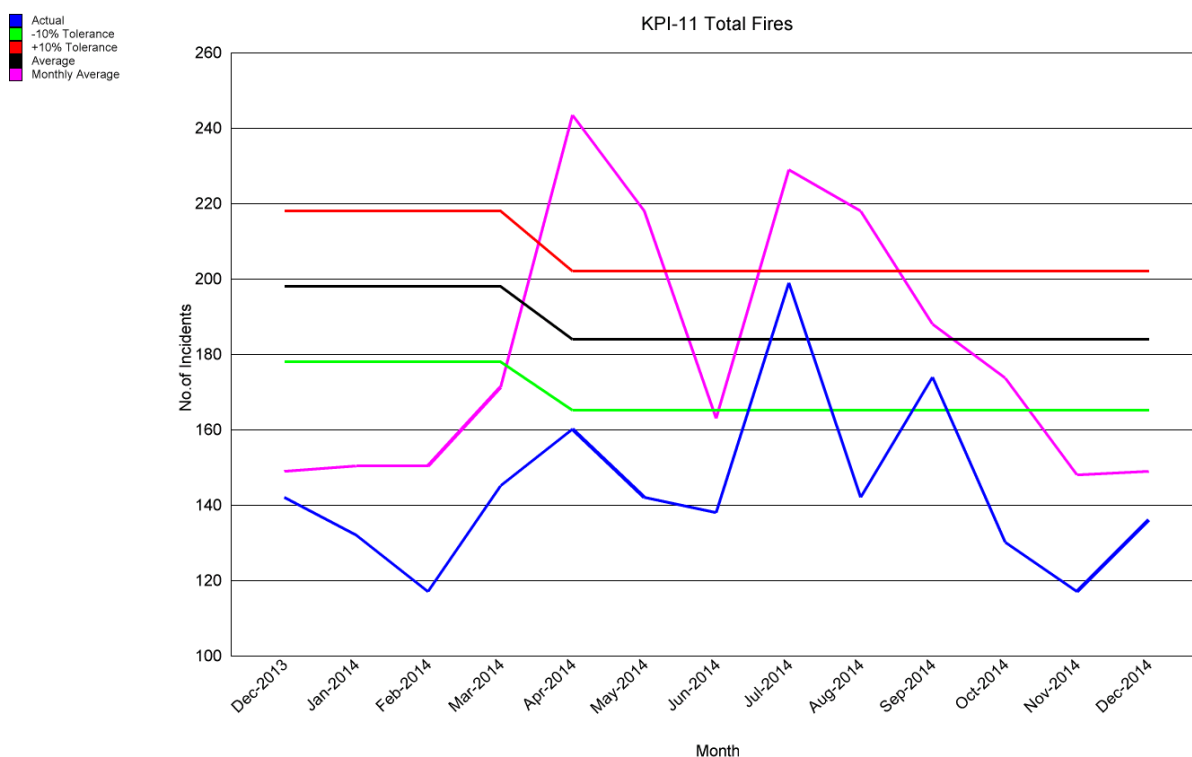
| Total Incidents        | Q1 to Q3<br>2013-14 | Q1 to Q3<br>2014-15 | Percentage<br>change |
|------------------------|---------------------|---------------------|----------------------|
| All Fires              | 1593                | 1338                | -16.0%               |
| Special Services       | 1044                | 1011                | -3.2%                |
| False Alarms           | 2495                | 2349                | -5.9%                |
| <b>Total Incidents</b> | <b>5132</b>         | <b>4698</b>         | <b>-8.5%</b>         |

(Table 1 – Total Incidents Q1 to Q3 2013-14 and Q1 to Q3 2014-15)

- Total Fire incidents have reduced due to a reduction in the three main categories of fires and is the lowest Quarter 1 to 3 total attended for the last nine years.

- Special Service incidents have decreased by 3.2% when compared with Quarter 1 to 3 2013-14; this is despite an increase in wet weather related incidents. Quarter 1 to 3 2014-15 experienced wetter weather conditions than the drier conditions in the same period last year. According to a local weather station, Malvern, 545.2mm of rain fell in Quarter 1 to 3 2014-15 compared with 349.6mm in the same period last year.
- The decrease of in the number of False Alarm calls compared with the position at end of Quarter 3 2013-14 is mainly due to a decrease in calls to automatic false alarms.

## 1.2. Total Number of Fires



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

**Summary** Decreases in all three categories of Fires have contributed to an overall decrease in the total number of Fires attended in Quarter 1 to 3 2014-15 compared with the same period in the previous financial year.

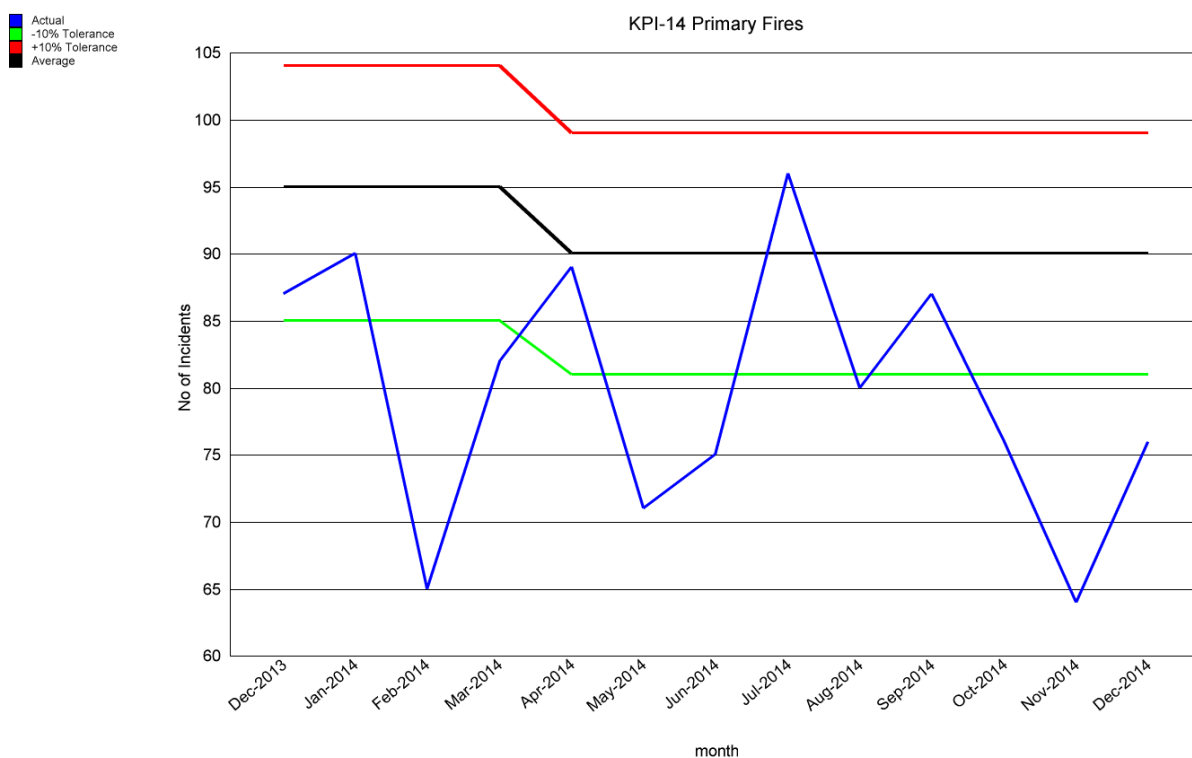
| Total Fires        | Q1 to Q3<br>2013-14 | Q1 to Q3<br>2014-15 | Percentage<br>change |
|--------------------|---------------------|---------------------|----------------------|
| Primary Fires      | 799                 | 714                 | -10.6%               |
| Secondary Fires    | 666                 | 521                 | -21.8%               |
| Chimney Fires      | 128                 | 103                 | -19.5%               |
| <b>Total Fires</b> | <b>1593</b>         | <b>1338</b>         | <b>-16.0%</b>        |

(Table 2 – Total Fires Q1 to Q3 2013-14 and Q1 to Q3 2014-15)

- Primary Fires have decreased by 10.6% when compared with the same period last year (714 compared with 799 fires) and are also down 16.7% from last 5 years Quarter 1 to 3 average (858 incidents).

- Secondary Fires have decreased by 21.8% when compared with the same period last year (521 compared with 666) and are also down 35.8% from the last 5 years average (811 incidents).
- Chimney fires have decreased by 19.5% compared with Quarter 1 to 3 2013-14 (103 compared with 128) and are down by 17.6% compared with the average number of chimney fire incidents attended in Quarter 1 to 3 in the last 5 years (125 incidents).

### 1.3.Primary Fires



(Figure 3 – Primary Fire Incidents per month December 2013 to December 2014)

**Summary** Primary Fire incidents in Quarter 1 to 3 2014-15 have decreased when compared with Quarter 1 to 3 2013-14 and are the lowest Quarter 1 to 3 number of incidents attended for the last nine years.

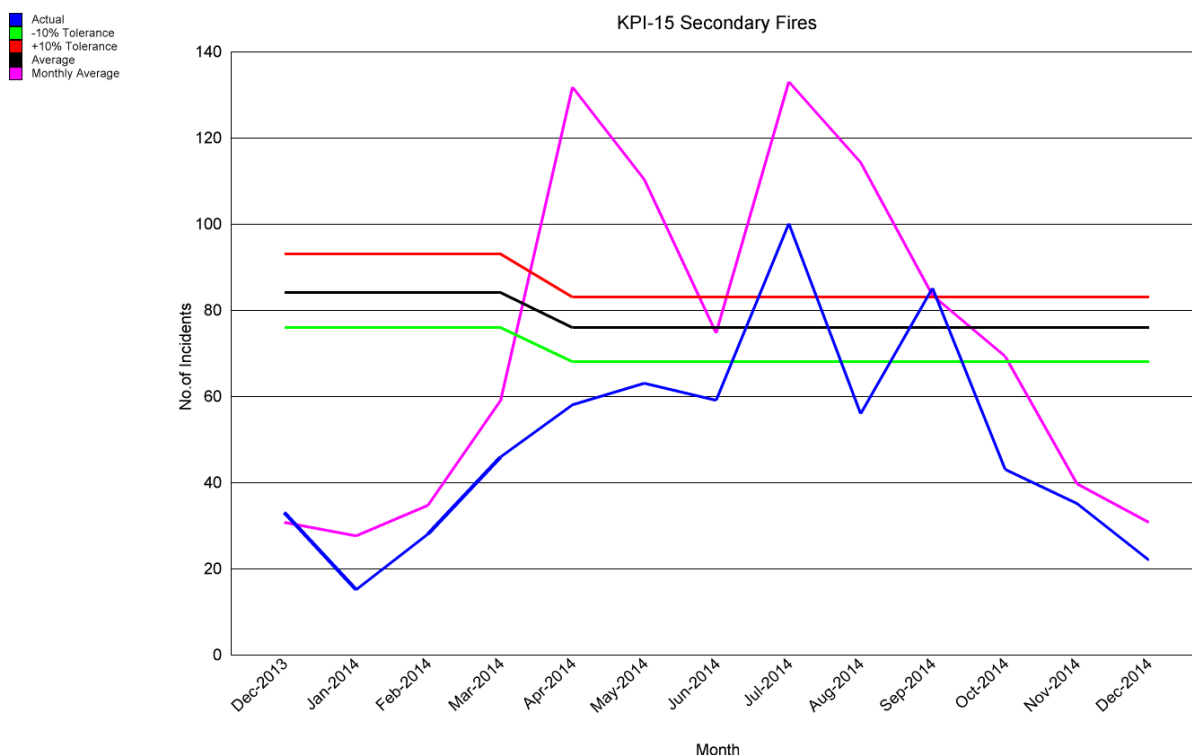
| Primary Fires             | Q1 to Q3<br>2013-14 | Q1 to Q3<br>2014-15 | Percentage<br>change |
|---------------------------|---------------------|---------------------|----------------------|
| Building Fires            | 480                 | 426                 | -11.3%               |
| Vehicle & Transport Fires | 232                 | 223                 | -3.9%                |
| Outdoor Fires             | 87                  | 65                  | -25.3%               |
| <b>Total Fires</b>        | <b>799</b>          | <b>714</b>          | <b>-10.6%</b>        |

(Table 3 – Primary Fires Q1 to Q3 2013-14 and Q1 to Q3 2014-15)

- Building Fires have decreased by 11.3% in Quarter 1 to 3 2014-15 compared with Quarter 1 to 3 2013-14. Within the category of Building Fires, dwelling fires have decreased from 273 to 266 incidents attended when compared with the same period last year, a reduction of 2.6%; non-residential fires have reduced from 183 to 137 incidents, a reduction of 25.1%, and other residential fires have decreased from 24 to 23 incidents, a reduction of 4.2%.

- The overall number of vehicle and transport fires has decreased by 3.9% when compared with the same period last year. Car fires account for the largest proportion of vehicle and transport fires and these have reduced from 129 in Quarters 1 to 3 2013-14 to 115 in Quarters 1 to 3 2014-15. However there were increases in number of Lorry/HGV fires from 13 incidents in Quarters 1 to 3 2013-14 to 24 incidents in Quarters 1 to 3 2014-15 and motorcycle fires from 7 incidents in Quarters 1 to 3 2013-14 to 10 incidents in Quarters 1 to 3 2014-15.
- The number of primary outdoor fires has reduced by 25.3% when compared with the same period last year (65 compared to 87 fires). These are outdoor fires which are designated primary fires as they are attended by five or more engines or they involve a casualty, or they are in a location type which is always classed as primary fire. The reduction is mainly due to a decrease in grassland woodland and crops fires which are deemed to be primary fires.
- Injuries from Primary Fires have increased when compared with the same period last year. There were 18 injuries from Primary Fires in Quarters 1 to 3 2014-15 compared with 11 in Quarters 1 to 3 2013-14. However regard needs to be made to the small numbers involved. 15 of the 18 injuries from Primary Fires in Quarters 1 to 3 2014-15 were slight and as a result of the casualty being overcome by gas, smoke or toxic fumes and the remaining three were considered serious; two were severe burns and one was a casualty who was unconscious. Slight injuries are defined as those where it is considered that the casualty attends hospital as an outpatient only rather than an overnight stay but not where they were advised to attend hospital as a precautionary check. Serious injuries are defined as those where it is considered that casualty would stay in hospital at least overnight.
- 8 of the 18 injuries were as a result of accidental dwelling fires and 5 out of the 8 were as a result of fires which started in the kitchen, 2 out of the 8 were as a result of fires which started in the living room and the other accidental dwelling injury was as a result of fire which started in a hallway. The remaining 10 injuries from primary fires were as a result of 3 vehicle fires, 2 boat fires, 1 factory fire, 1 café/restaurant fire and 3 injuries from a deliberate flat fire.
- The deliberate flat fire incident which resulted in 3 injuries also resulted in a fatality. The incident occurred on the 27 November in the Horsefair area of Kidderminster in a first floor flat situated above ground floor shops. The Service worked closely with partner organisations, including the Police and Ambulance Service to resolve the incident and the Service's Community Safety Teams and Technical Fire Safety Officers worked closely with the local public and business communities to give advice and reassurance. This is the only fatality from Primary Fires in Quarter 1 to 3 2014-15 compared with four in the same period last year.

## 1.4. Secondary Fires



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

**Summary** Secondary Fire numbers have decreased in Quarter 1 to 3 2014-15 compared with the same period last year. This is mainly due to the wetter conditions during the summer of 2014 when compared with the predominantly drier summer conditions in 2013.

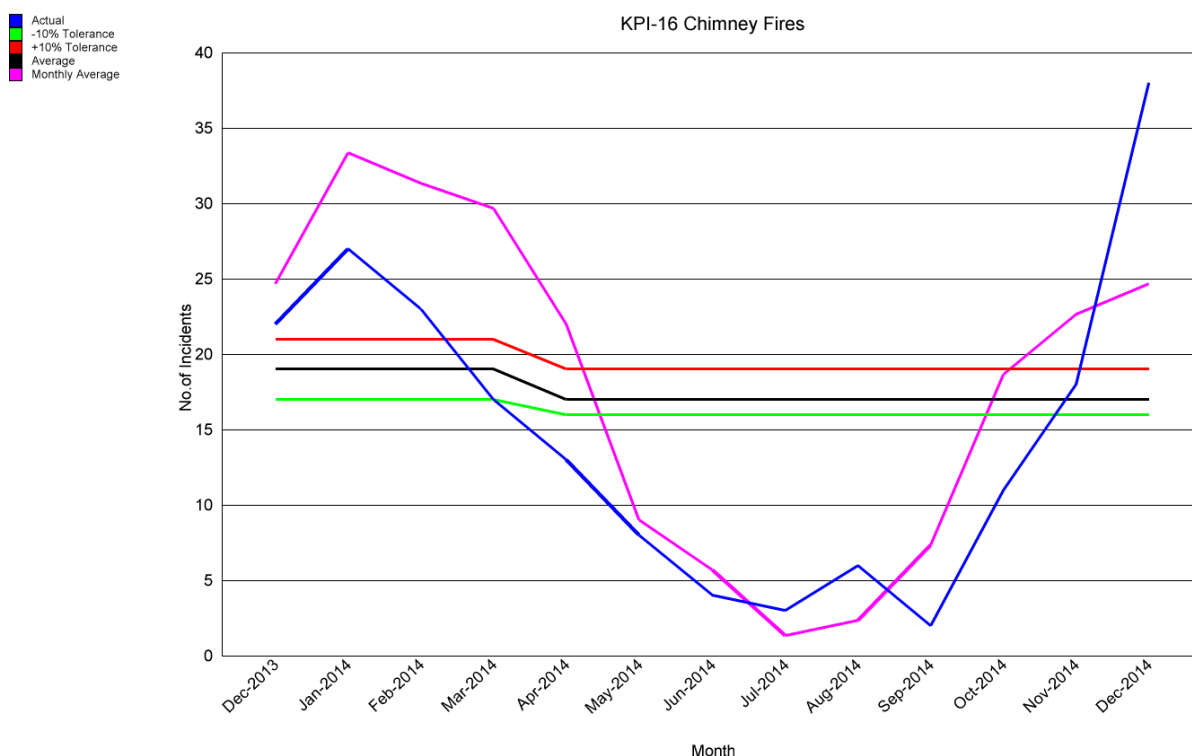
| Secondary Fires                 | Q1 to Q3<br>2013-14 | Q1 to Q3<br>2014-15 | Percentage<br>change |
|---------------------------------|---------------------|---------------------|----------------------|
| Grassland woodland and crops    | 256                 | 157                 | -38.7%               |
| Other Outdoors (including land) | 212                 | 192                 | -9.4%                |
| Outdoor equipment & machinery   | 10                  | 12                  | 20.0%                |
| Outdoor Structures              | 163                 | 129                 | -20.9%               |
| Building & Transport            | 25                  | 31                  | 24.0%                |
| <b>Total Fires</b>              | <b>666</b>          | <b>521</b>          | <b>-21.8%</b>        |

(Table 4 – Secondary Fires Q1 to Q3 2013-14 and Q1 to Q3 2014-15)

- The table above shows that the largest decreases in Secondary Fires, comparing Quarter 1 to 3 2014-15 with Quarter 1 to 3 2013-14, were in fires located in grassland, woodland and crops. There were 157 grassland, woodland and crop fires in Quarter 1 to 3 2014-15 which represent 30.1% of all Secondary Fires compared with 256 grassland, woodland and crop fires in the same period in 2013-14 (38.4% of all secondary fires).

## 1.5. Chimney Fires

**Summary** Chimney fires have decreased by 19.5% compared with Quarter 1 to 3 2013-14 (103 compared with 128) and are down by 16.9% compared with the average number of Chimney Fire incidents attended in the last 5 years (124 incidents).



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

- The total number of Chimney Fires attended in Quarter 1 to 3 2014-15 has reduced when compared with Quarter 1 to 3 2013-14 despite increases in the number attended in July, August and December when compared with the previous year. Chimney fires have also reduced by 16.9% when compared with the average number of chimney fire incidents attended in Quarter 1 to 3 in the last 5 years which was 124 incidents.

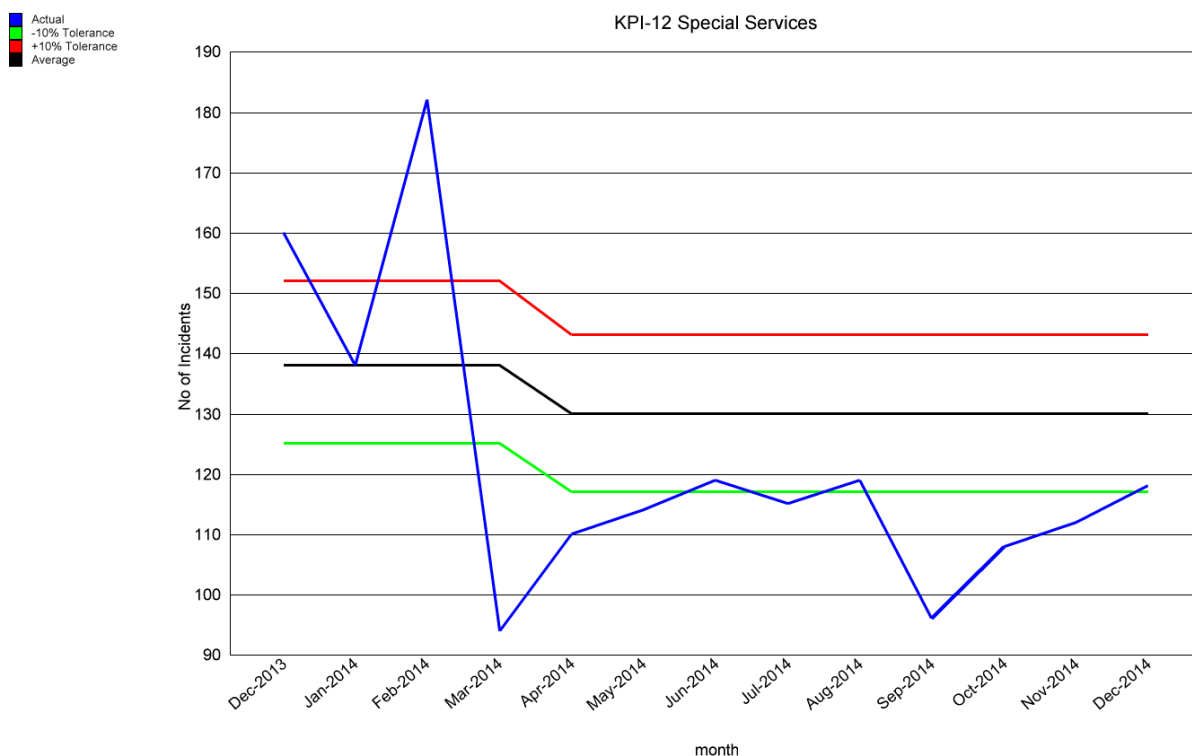
| Chimney Fires | Q1 to Q3<br>2013-14 | Q1 to Q3<br>2014-15 | Percentage<br>Change |
|---------------|---------------------|---------------------|----------------------|
| April         | 33                  | 13                  | -60.6%               |
| May           | 13                  | 8                   | -38.5%               |
| June          | 7                   | 4                   | -42.9%               |
| July          | 1                   | 3                   | 200.0%               |
| Aug           | 1                   | 6                   | 500.0%               |
| Sept          | 8                   | 2                   | -75.0%               |
| Oct           | 17                  | 11                  | -35.3%               |
| Nov           | 26                  | 18                  | -30.8%               |
| Dec           | 22                  | 38                  | 72.7%                |
| <b>Total</b>  | <b>128</b>          | <b>103</b>          | <b>-19.5%</b>        |

(Table 5 – Chimney Fires Q1 to Q3 2013-14 and Q1 to Q3 2014-15)

## 2. Operational Activity - Other Non-Fire Incidents

The second section of this report focuses on operational activity in terms of other non-fire incidents attended.

### 2.1. Special Service Incidents



(Figure 6 – Special Services Incidents per month December 2013 to December 2014)

**Summary** Special Service incidents totals have decreased by 3.2% when compared with the previous year, this is despite an increase in wet weather related incidents when compared with same period in 2013-14.

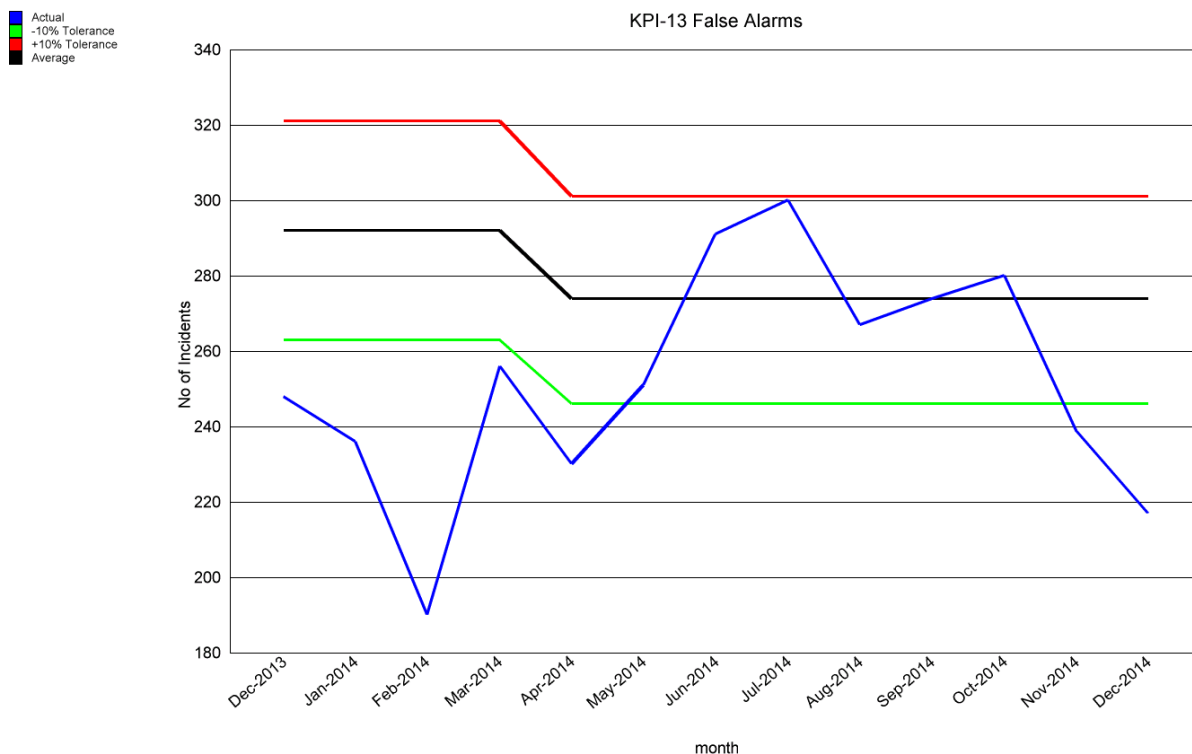
| All Special Services         | Q1 to Q3<br>2013-14 | Q1 to Q3<br>2014-15 | Percentage<br>change |
|------------------------------|---------------------|---------------------|----------------------|
| RTC Incidents                | 427                 | 415                 | -2.8%                |
| Flooding                     | 54                  | 69                  | 27.8%                |
| Rescue/Evacuation from Water | 34                  | 37                  | 8.8%                 |
| Animal Assistance            | 77                  | 62                  | -19.5%               |
| Other Special Services       | 452                 | 428                 | -5.3%                |
| <b>Total Incidents</b>       | <b>1044</b>         | <b>1011</b>         | <b>-3.2%</b>         |

(Table 6 – Special Services Q1 to Q3 2013-14 and Q1 to Q3 2014-15)

- The Service attended a spate of wet weather incidents in June 2014 which has resulted in the increases in these types of incidents attended in Quarter 1 to 3 2014-15 when compared to the same period last year. However the overall total number of Special Service incidents has reduced when compared with the same period last year due to reductions in the other types of Special Service incidents.

- In addition to property based flooding incidents, there are also other incident types that are adversely affected by wet weather conditions. These include making safe (not RTC) and rescues and evacuation from water incident types. These incident types have also increased when compared with the same period last year. Making safe (not RTC) incidents have increased by 10% from 20 incidents in Quarter 1 to 3 2013-14 to 22 incidents in Quarter 1 to 3 2014-15 and rescues and evacuation from water incidents have increased by 8.8% from 34 incidents in Quarter 1 to 3 2013-14 to 37 incidents in Quarter 1 to 3 2014-15.
- The number of RTC incidents has decreased when compared with the previous year with 415 incidents attended compared with 427 in the same period last year. The number of people killed or seriously injured from RTC incidents has increased slightly with 76 casualties in Quarter 1 to 3 2014-15 compared with 68 casualties in the same period last year.
- There were 62 Animal assistance incidents in Quarter 1 to 3 2014-15 which accounted for 6.1% of all Special Service incidents but have decreased by 19.5% when compared with the same period last year.

## **2.2.False Alarm Incidents**



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

**Summary** The total number of False Alarms attended have decreased in Quarters 1 to 3 2014-15 compared with the same period last year and is the lowest Quarter 1 to 3 total attended in the last nine years.



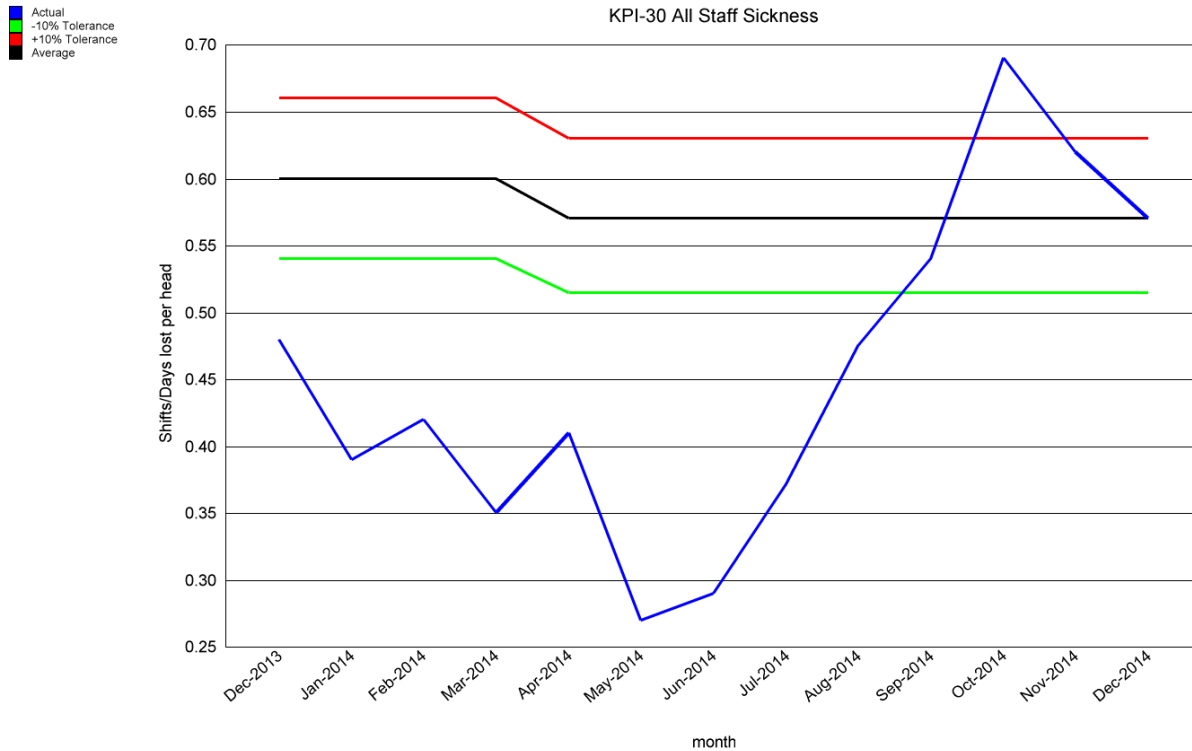
| <b>Total False Alarms</b> | <b>Q1 to Q3<br/>2013-14</b> | <b>Q1 to Q3<br/>2014-15</b> | <b>Percentage<br/>change</b> |
|---------------------------|-----------------------------|-----------------------------|------------------------------|
| Malicious False Alarms    | 37                          | 40                          | 8.1%                         |
| False Alarm Good Intent   | 570                         | 574                         | 0.7%                         |
| Automatic False Alarms    | 1888                        | 1735                        | -8.1%                        |
| <b>Total False Alarms</b> | <b>2495</b>                 | <b>2349</b>                 | <b>-5.9%</b>                 |

*(Table 7 – False Alarms Q1 to Q3 2013-14 and Q1 to Q3 2014-15)*

- There has been a slight increase in the number of Good Intent False Alarms attended and a larger percentage increase in the number of Malicious False Alarms when compared with the same period last year.
- These increases have been negated by a decrease in the number of Automatic False Alarms attended which represents the largest proportion of all false alarms.
- The decrease in the number of Automatic False Alarms attended is mainly due to a reduction in the number of alarms carelessly or accidentally set off.
- The Quarter 1 to 3 false alarm total is the lowest Quarter 1 to 3 total attended in the last nine years.

### 3. Absence Management

#### 3.1.All Staff Sickness



(Figure 8 – All Staff Sickness December 2013 to December 2014)

**Summary** Sickness levels for all staff are decreasing again in Quarters 1 to 3 2014-15 since reaching a peak in October 2014.

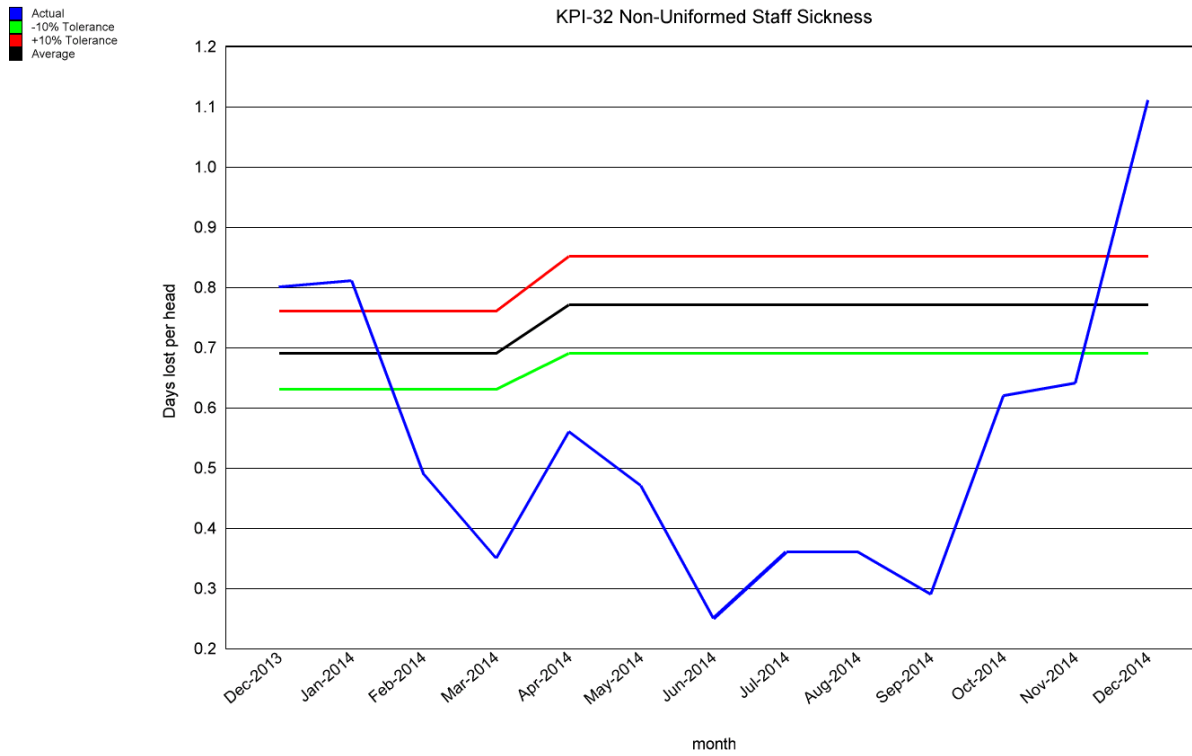
|              | Short Term All Staff Sickness per head<br>(shifts/days lost) |                 | Long Term All Staff Sickness per head<br>(shifts/days lost) |                 | All Staff Sickness per head<br>(shifts/days lost) |                  |
|--------------|--|-----------------|---|-----------------|---|------------------|
| April 14     | 0.24   | (101)           | 0.17  | (70.43)         | 0.41  | (171.43)         |
| May 14       | 0.16   | (65.46)         | 0.11  | (46.74)         | 0.27  | (112.2)          |
| June 14      | 0.14   | (58)            | 0.15  | (64.74)         | 0.29  | (122.74)         |
| July 14      | 0.23   | (98)            | 0.14  | (57.49)         | 0.37  | (155.49)         |
| Aug 14       | 0.26   | (108.55)        | 0.21  | (87)            | 0.48  | (195.55)         |
| Sep 14       | 0.25   | (103)           | 0.29  | (117)           | 0.54  | (220)            |
| Oct 14       | 0.35   | (142)           | 0.34  | (137)           | 0.69  | (279)            |
| Nov 14       | 0.26   | (103.7)         | 0.36  | (145)           | 0.61  | (248.7)          |
| Dec 14       | 0.31   | (125.22)        | 0.26  | (106)           | 0.57  | (231.22)         |
| <b>Total</b> | <b>2.18</b>  | <b>(904.93)</b> | <b>2.00</b>   | <b>(831.40)</b> | <b>4.18</b>                                       | <b>(1736.33)</b> |

(Table 8 – All Staff Sickness per month Q1 to Q3 2014-15)

- The largest monthly total of all staff sickness for Quarter 1 to 3 2014-15 was in October 2014 where 0.69 days/shifts per head were lost to sickness absence. This was due to increases in both long term and short term staff sickness. 50.9% of all staff sickness in that month was due to short term staff sickness and 49.1% long term staff sickness.

- The lowest monthly percentage that long term staff sickness represented of all staff sickness was in July 2014 and was 37%. At the end of Quarter 3, long term staff sickness represented 47.9% of all staff sickness for the year to date.

### 3.2.Non-Uniformed Staff Sickness



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

**Summary** Non-Uniform sickness levels have increased in Quarter 3 after falling to low levels in June and September 2014.

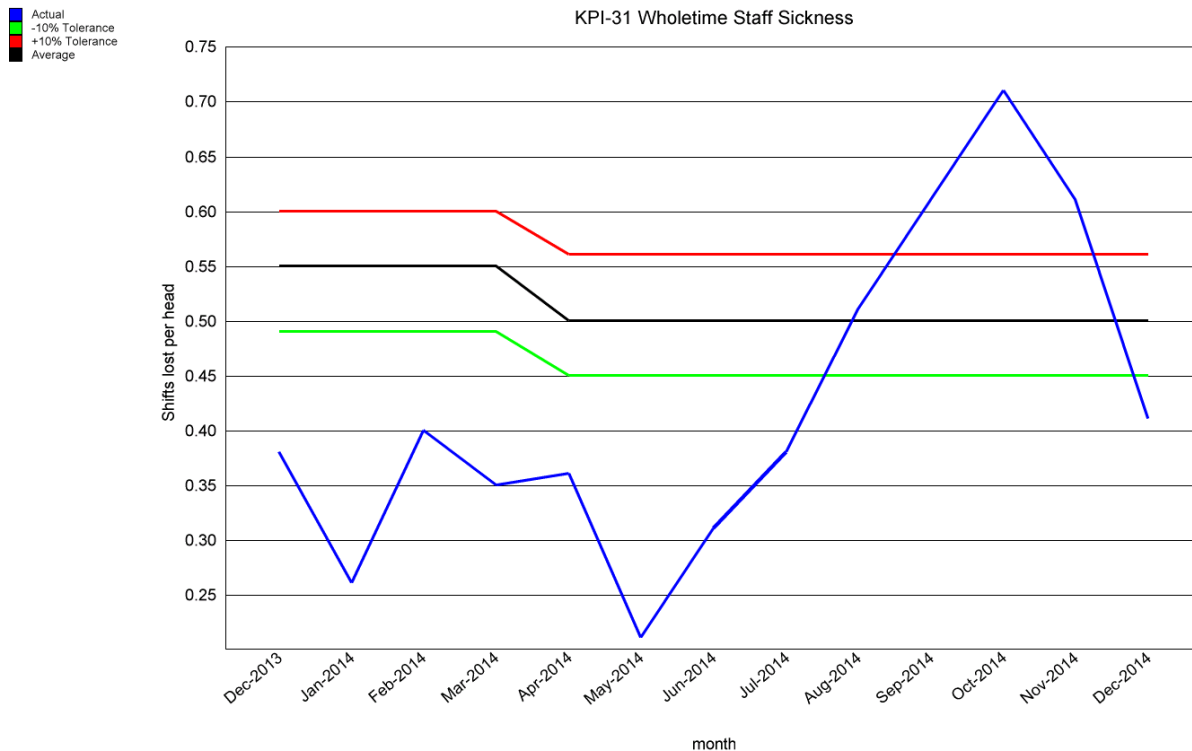
|              | Non-Uniform Short<br>Term Sickness per<br>head<br>(Days lost) |                 | Non-Uniform Long<br>Term Sickness per<br>head<br>(Days lost) |                 | All Non-Uniform<br>Staff Sickness per<br>head<br>(Days lost) |                 |
|--------------|---|-----------------|--|-----------------|--|-----------------|
| April 14     | 0.43  | (43)            | 0.13   | (12.43)         | 0.56   | (55.43)         |
| May 14       | 0.35  | (34.46)         | 0.12   | (11.74)         | 0.47   | (46.2)          |
| June 14      | 0.13  | (13)            | 0.12   | (11.74)         | 0.25   | (24.74)         |
| July 14      | 0.26  | (25)            | 0.11   | (10.49)         | 0.36   | (35.49)         |
| Aug 14       | 0.36  | (33.55)         | 0.00   | (0.00)          | 0.36   | (33.55)         |
| Sep 14       | 0.29  | (26)            | 0.00   | (0.00)          | 0.29   | (26)            |
| Oct 14       | 0.37  | (33)            | 0.26   | (23)            | 0.62   | (56)            |
| Nov 14       | 0.42  | (37.7)          | 0.22   | (20)            | 0.64   | (57.7)          |
| Dec 14       | 0.69  | (64.22)         | 0.42   | (39)            | 1.11   | (103.22)        |
| <b>Total</b> | <b>3.21</b>   | <b>(309.93)</b> | <b>1.33</b>  | <b>(128.40)</b> | <b>4.54</b>  | <b>(438.33)</b> |

(Table 9 – Non-Uniform Staff Sickness per month Q1 to Q3 2014-15)

- The largest monthly total of all non-uniform staff sickness in Quarter 1 to 3 2014-15 was in December 2014 where 1.11 days per head were lost to sickness absence. 62.2% of the non-uniformed sickness in December was due to short term sickness (0.43 days per head).

- Non-uniformed staff sickness has only increased in the last quarter and prior to October 2014 it had reduced on a monthly basis since April. The June figure of 0.25 days lost to non-uniformed staff sickness was the lowest non-uniform sickness per head monthly total since this data was first collected in April 2007. There was no long-term non-uniform sickness in August and September 2014.

### 3.3. Wholetime Staff Sickness



(Figure 10 – Wholetime Staff Sickness December 2013 to December 2014)

**Summary** Wholetime sickness levels have reduced from a monthly peak in October 2014. The October peak was due to an increase in both short term and long term sickness in that month. Sickness levels were also out of tolerance in September and November due to an increase in long term sickness in those months.

|              | Wholetime Short Term Staff Sickness per head (shifts lost) |              | Wholetime Long Term Staff Sickness per head (shifts lost) |              | All Wholetime Sickness per head (shifts lost) |               |
|--------------|--|--------------|---|--------------|---|---------------|
| April 14     | 0.18   | (58)         | 0.18  | (58)         | 0.36  | (116)         |
| May 14       | 0.10   | (31)         | 0.11  | (35)         | 0.21  | (66)          |
| June 14      | 0.14   | (45)         | 0.17  | (53)         | 0.31  | (98)          |
| July 14      | 0.23   | (73)         | 0.15  | (47)         | 0.38  | (120)         |
| Aug 14       | 0.24   | (75)         | 0.27  | (87)         | 0.51  | (162)         |
| Sep 14       | 0.24   | (77)         | 0.37  | (117)        | 0.61  | (194)         |
| Oct 14       | 0.35   | (109)        | 0.36  | (114)        | 0.71  | (223)         |
| Nov 14       | 0.21   | (66)         | 0.40  | (125)        | 0.61  | (191)         |
| Dec 14       | 0.19   | (61)         | 0.21  | (67)         | 0.41  | (128)         |
| <b>Total</b> | <b>1.87</b>  | <b>(595)</b> | <b>2.21</b>   | <b>(703)</b> | <b>4.08</b>                                   | <b>(1298)</b> |

(Table 10 – Wholetime Sickness per month Q1 to Q3 2014-15)

- The largest monthly total of wholetime staff sickness in Quarter 1 to 3 2014-15 was in October 2014 where 0.71 shifts per head were lost to sickness absence. 60.6% of wholetime staff sickness in this month was due to long term sickness (0.37 shifts per head).
- Although the increase in October was due to increases in both long term and short term sickness, long term sickness was predominantly the cause of the general monthly increase in wholetime sickness from May 2014. Six members of wholetime staff were absent with long term sickness in December 2014.
- Short term sickness is no longer recorded for Bromsgrove from April 2014 due to the change to the day crewing plus shift system.

### **3.4.Comparative data**

| <b>Sickness Absence</b>    | <b>Q1 to Q3<br/>2013-14</b> | <b>Q1 to Q3<br/>2014-15</b> | <b>Percentage<br/>change</b> |
|----------------------------|-----------------------------|-----------------------------|------------------------------|
| Wholetime Staff Sickness   | 4.48<br>(1490.50)           | 4.08<br>(1298)              | -12.9%                       |
| Non-Uniform Staff Sickness | 5.81<br>(649.68)            | 4.54<br>(438.33)            | -32.5%                       |
| <b>All Staff Sickness</b>  | <b>4.81<br/>(2140.18)</b>   | <b>4.18<br/>(1736.33)</b>   | <b>-18.9%</b>                |

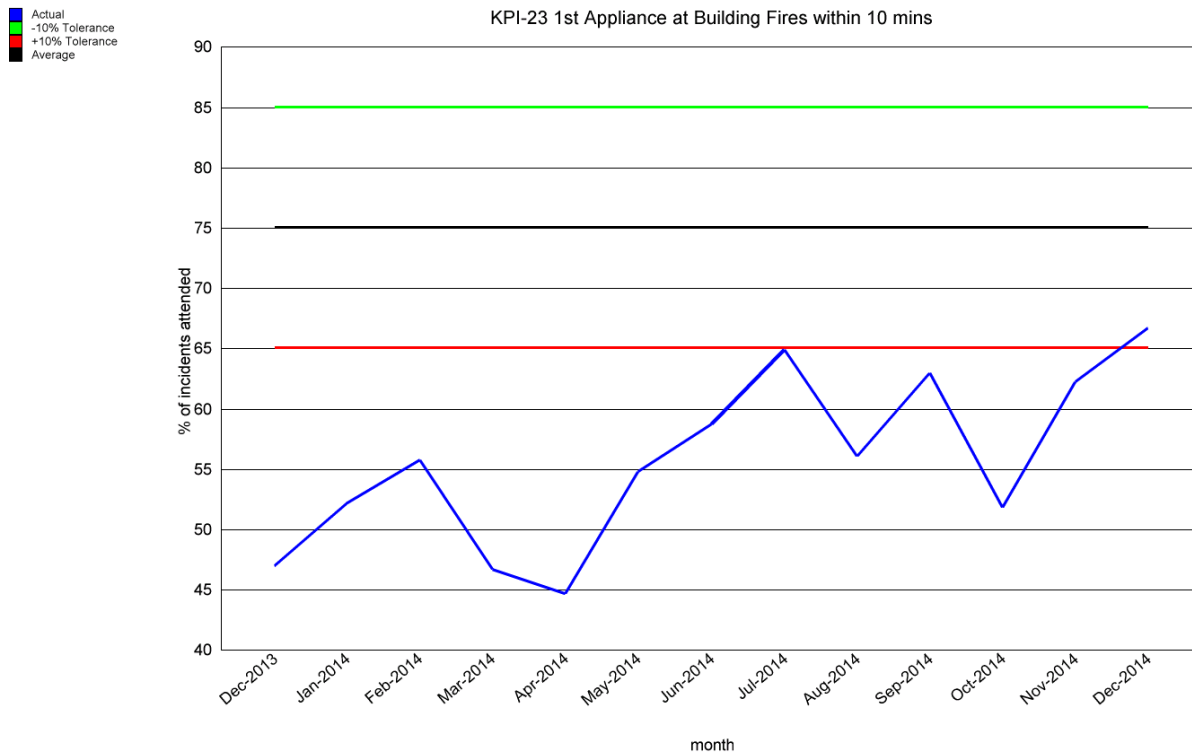
*(Table 11 – All Staff Sickness Q1 to Q3 2013-14 and Q1 to Q3 2014-15)*

- There has been a decrease of 18.9% in Quarter 1 to 3 2014-15 in the number of shifts lost to all staff sickness compared with the previous year. There have been similar percentage reductions in wholetime and non-uniformed staff sickness year on year. These are due to reductions in both long term and short term sickness. There has been a 23.0% decrease in the amount of long term sickness taken by all staff between Quarter 1 to 3 2013-14 and Quarter 1 to 3 2014-15 and a 15.1% decrease in the amount of short term sickness taken by all staff between Quarter 1 to 3 2013-14 and Quarter 1 to 3 2014-15.
- A simple projection of the Quarter 1 to 3 2014-15 figures would result in an annual 5.57 days/shifts per head lost to all staff sickness. Although this would represent a slight deterioration when compared with the figure of 5.42 shifts/days lost per head to all staff sickness in 2013-14, it still compares favourably with the reported annual sickness absence figures of 6.93 for Worcestershire County Council for 2013-14 and 11.1 for Herefordshire for 2013-14. Projections would also result in 5.44 shifts lost per person for wholetime staff and 6.05 days lost per person for non-uniform staff by the year end.
- Comparative Quarter 1 to 3 figures with other local Fire Services are not available at the time of preparing this report.

## 4. Key Performance Indicators Out of Tolerance

At the end of Quarter 1 to 3 2014-15 period, all key performance indicators (KPI) were within the 10% tolerance levels for the year to date, except for the indicator regarding the first attendance by an appliance at Building fires within 10 minutes which forms part of the attendance standards set in the Service Integrated Risk Management Plan (IRMP) 2009-2012.

### 4.1. Attendance Standards – 1<sup>st</sup> Appliance at Fires in Buildings



(Figure 11 – Percentage of 1<sup>st</sup> Appliance at Building Fires within 10 minutes – December 2013 to December 2014)

**Summary** The Service saw an increase in the percentage of attendances at building fires that met the 10 minutes attendance standard compared with the same period last year. Travel distance accounted for 51.3% of these failures. 40 of the 187 incidents which did not meet the standard were attended in a time of between 10 and 11 minutes.

| 1 <sup>st</sup> Appliance attendance at Building Fires within 10 minutes | Q1 to Q3 2013-14 | Q1 to Q3 2014-15 |
|--|------------------|------------------|
| Building fires attended within 10 minutes                                | 273              | 261              |
| Total Number of Building fires attended                                  | 496              | 448              |
| % attended within 10 minutes   | 55.0%            | 58.3%            |

(Table 12 – 1<sup>st</sup> Appliance attendance Q1 to Q3 13-14 & Q1 to Q3 14-15)

- There were more building fires attended within 10 minutes at the end of Quarter 1 to 3 2014-15 than at the end of same period in 2013-14. The average time taken to attend all building fires in Quarter 1 to 3 2014-15 was 9 minutes 55 seconds. 40 out of the 187 fires or 21.4% which were not attended within 10 minutes were attended within 11 minutes.

- 336 out of the 448 building fires or 75% of incidents were attended in time of 12 minutes or less, the remaining 25% or 112 incidents were attended in a time more than 12 minutes.
- It has been well documented already that the Service launched a new Fire Control system in September 2012 which as a result of improved technology now records the time of call earlier than under the previous Fire Control system, and this has contributed to the overall apparent deterioration in performance in this standard post 2012-13.
- The impact of this can be seen in the following table which breaks down the overall attendance time in three separate components. It is important to note that the first component is over 2 minutes because the time of call is now set earlier.

| <b>1<sup>st</sup> Appliance attendance at Building Fires within 10 minutes average times</b> | <b>Q1 to Q3 2014-15 (mm:ss)</b> |
|--|---------------------------------|
| Time of Call till time appliance mobilised   | 02:01                           |
| Mobilised Time till Appliance Mobile   | 02:12                           |
| Mobile Time till to Appliance Arrive   | 05:43                           |
| <b>Time of Call to Arrival at Scene</b>  | <b>09:55</b>                    |

*(Table 13 – 1<sup>st</sup> Appliance attendance average times Q1 to Q3 2014-15)*

- The attendance standard was developed prior to the introduction of new Fire Control system and there is not an exact match between a time recorded in the new system and the time used under the old system to record the time of call. The nearest time in the new system would be the “incident created” time which is after the time of call and is the time that the operator has found the address in the database, and now wants to look for the nearest appliance. Using the “incident created” date and time as the starting point would result in an improvement for Quarter 1 to 3 2014-15 from 58.3% to 71.2% with 319 out of the 448 building fires attended within 10 minutes. However it is to be noted that this is not an exact match with the old system and is therefore only an estimation.
- It also has to be noted that the many parts of the area covered by the Service are rural in nature and often supported by on-call or retained stations who may take up to six minutes to respond into and mobilise out of the fire station. Herefordshire as a county has a sparse population with the fourth lowest overall population density in England.
- 168 out of the 448 building fires were in North District and 56.0% of these were attended within 10 minutes. There were 177 building fires in South District and 65.0% of these were attended within 10 minutes. The remaining 103 building fires were in West District and 50.5% of these were attended within 10 minutes.
- The average time taken for a Wholetime pump to be first arrival was 9 minutes 4 seconds. The average time taken for a Retained pump to be first arrival was 12 minutes 0 seconds and the average time taken for a Day Crewed pump to be first arrival was 9 minutes 55 seconds.



| <b>1<sup>st</sup> Attendance at Building Fires</b> | <b>Building fires attended within 10 minutes</b> | <b>Total Number of Building fires attended</b> | <b>Percentage attended within 10 minutes</b> |
|--|--|--|--|
| Wholetime  | 179  | 268  | 66.8%  |
| Retained   | 38   | 103  | 36.9%  |
| Day Crewed   | 44   | 72   | 61.1%  |
| Over the Border                                    | 0  | 5  | 0.0%   |
| <b>All</b>   | <b>261</b>                                       | <b>448</b>                                     | <b>58.3%</b>                                 |

(Table 14 – 1<sup>st</sup> Appliance attendance by pump type Q1 to Q3 2014-15)

- The table below illustrates a breakdown of reasons giving by the officer in charge at the incident for the all 187 incidents where the standard was not met in Quarter 1 to 3 2014-15. Travel distance accounted for 51.3% of the failures.

|  |    |  |            |
|--|----|--|------------|
| Travel distance to the incident  | 96 | Responding at normal road speed, i.e. AFAs         | 3          |
| Turn in time (Retained and day crew only)  | 30 | Weather conditions / Road conditions               | 3          |
| Appliance not booked in attendance   | 12 | Control intervention i.e. 1st pump re-directed     | 2          |
| Incident outside station turnout area  | 8  | Training event delaying turn out i.e. drilling     | 2          |
| Incorrect or insufficient information passed to control on initial call                                | 7  | Simultaneous Incident                              | 2          |
| Mobilised from other location (not on home station)  | 7  | Insufficient crew due to numbers of crew available | 2          |
| Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile | 4  | Mobilising error                                   | 1          |
| Difficulty in locating incident address  | 4  | Not on home station i.e. school visit, HFS check   | 1          |
| Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only)               | 3  |  |            |
|  |    | <b>Total</b>                                       | <b>187</b> |

(Table 15 – Fire in Buildings – 1<sup>st</sup> appliance standards not met Q1 to Q3 2014-15)

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



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

## 5. Retained Availability

**Summary** *There has been an increase in availability of 0.6% of all Retained Appliances across the Service when compared with the situation at the end of Quarter 1 to 3 2013-14.*

| <b>Retained Availability</b> | <b>Q1 to Q3 2013-14</b> | <b>Q1 to Q3 2014-15</b> | <b>Percentage change</b> |
|------------------------------|-------------------------|-------------------------|--------------------------|
| April                        | 90.8%                   | 93.5%                   | 2.7%                     |
| May                          | 91.2%                   | 91.2%                   | 0.0%                     |
| June                         | 87.4%                   | 91.6%                   | 4.2%                     |
| July                         | 89.2%                   | 89.1%                   | -0.1%                    |
| August                       | 87.9%                   | 89.9%                   | 2.0%                     |
| September                    | 91.0%                   | 90.5%                   | -0.5%                    |
| October                      | 93.0%                   | 90.9%                   | -2.1%                    |
| November                     | 93.2%                   | 90.9%                   | -2.3%                    |
| December                     | 91.1%                   | 91.1%                   | 0.0%                     |
| <b>Total</b>                 | <b>90.3%</b>            | <b>90.9%</b>            | <b>0.6%</b>              |

*(Table 16 – Retained availability by month – Q1 to Q3 13-14 & Q1 to Q3 14-15)*

- Retained availability has increased or stayed the same in 5 out of the 9 months in Quarters 1 to 3 2014-15 compared with the months in the same period last year. The highest monthly availability in Quarter 1 to 3 was in April where retained pumps were available 93.5% of the time.

| <b>Reasons for Appliances being off the run<br/>Quarter 1 to 3 2014-15 for all stations</b> | <b>% of time<br/>Appliances<br/>unavailable</b> |
|---|---|
| Did not meet minimum crewing requirement  | 7.7%  |
| No BA wearers   | 6.4%  |
| No Officer in Charge  | 5.8%  |
| No driver   | 1.6%  |
| <b>Total impact on pump availability</b>  | <b>9.1%</b>                                     |

*(Table 17 – Retained availability by factor – Quarter 1 to 3 2014-15)*

- Overall availability is dependent on a number of factors and an Appliance can be unavailable due to a combination of factors. The lack of sufficient crew is the largest reason for unavailability.
- All 27 stations also have at least one retained appliance making up the total of 31 of the 41 appliances. This total has dropped from 33 appliances as following the decisions made as part of the CRMP, the second pumps at Ledbury and Tenbury were removed with effect from 7<sup>th</sup> November 2014.
- The Service operates daily where appliances regardless of crewing will not be available for periods of time, such as when committed to an incident, training, lack of staffing or vehicle failure. Strategic cover is maintained by fire control during these periods and cover moves (of people or fire engines) are often made daily to balance cover across both counties. Small periods of deficient availability are where possible backfilled subject to strategic levels of cover.

| <b>Appliance/Station</b> | <b>Q1 to Q3<br/>Availability<br/>2013-14</b> | <b>Q1 to Q3<br/>Availability<br/>2014-15</b> | <b>Better/ Worse</b> |
|--------------------------|--|--|----------------------|
| 213 Worcester            | 98.8%  | 99.1%  | 0.3%                 |
| 221 Stourport            | 92.6%  | 96.3%  | 3.7%                 |
| 231 Bewdley              | 94.6%  | 84.1%  | -10.5%               |
| 241 Kidderminster        | 98.0%  | 95.3%  | -2.7%                |
| 251 Bromsgrove           | 90.6%  | 92.9%  | 2.3%                 |
| 261 Droitwich            | 78.1%  | 87.1%  | 9.0%                 |
| 271 Redditch             | 99.3%  | 98.7%  | -0.6%                |
| 273 Redditch             | 73.2%  | 72.4%  | -0.8%                |
| 281 Evesham              | 95.3%  | 91.1%  | -4.2%                |
| 291 Pebworth             | 86.3%  | 90.0%  | 3.7%                 |
| 302 Broadway             | 84.2%  | 81.9%  | -2.3%                |
| 311 Pershore             | 92.5%  | 95.9%  | 3.4%                 |
| 322 Upton                | 96.6%  | 94.0%  | -2.6%                |
| 411 Malvern              | 99.1%  | 98.6%  | -0.5%                |
| 422 Ledbury              | 99.8%  | 99.0%  | -0.8%                |
| 431 Fownhope             | 97.3%  | 95.5%  | -1.8%                |
| 441 Ross on Wye          | 88.4%  | 85.8%  | -2.6%                |
| 442 Ross on Wye          | 100.0%                                       | 100.0%                                       | 0.0%                 |
| 452 Whitchurch           | 76.0%  | 88.2%  | 12.2%                |
| 463 Hereford             | 97.1%  | 95.0%  | -2.1%                |
| 472 Ewyas Harold         | 91.8%  | 92.6%  | 0.8%                 |
| 481 Eardisley            | 96.0%  | 96.7%  | 0.7%                 |
| 492 Kington              | 98.7%  | 97.8%  | -0.9%                |
| 502 Leintwardine         | 93.3%  | 96.2%  | 2.9%                 |
| 511 Kingsland            | 100.0%                                       | 99.7%  | -0.3%                |
| 521 Leominster           | 78.4%  | 71.1%  | -7.3%                |
| 522 Leominster           | 100.0%                                       | 100.0%                                       | 0.0%                 |
| 532 Tenbury              | 99.5%  | 99.1%  | -0.4%                |
| 541 Bromyard             | 69.1%  | 86.9%  | 17.8%                |
| 542 Bromyard             | 99.3%  | 100.0%                                       | 0.7%                 |
| 552 Peterchurch          | 89.8%  | 77.1%  | -12.7%               |
| <b>Total</b>             | <b>90.3%</b>                                 | <b>90.9%</b>                                 | <b>0.6%</b>          |

(Table 18 – Retained availability Q1 to Q3 2014-15 compared with Q1 to Q3 2013-14)

- The above data from Gartan Retained Duty system shows that in the case of two pump stations, if there is a deficiency in any way which takes the crewing below the two pump requirement then the regular pump will go off the run first so that the rescue appliance remains as available as possible.
- This is the case with Leominster 521 which was available 71.1% of the time in Quarters 1 to 3 2014-15 and has reduced by 8.2% on Quarters 1 to 3 2013-14 availability. The low availability of 521 was mainly due to the lack of sufficient crew and suitably qualified BA wearers during Quarters 1 to 3 2014-15. The Rescue pump at Leominster (522) was still available 100% of the time in Quarters 1 to 3 2014-15.
- Other pumps have seen reductions in availability when compared with the same period last year including:
  - Redditch (273) which was available 72.4% of the time in Quarters 1 to 3 2014-15 compared with 73.2% in Quarters 1 to 3 2013-14. The low availability in Quarter 1 and 3 2014-15 was mainly due to the lack of sufficient crew and suitably qualified BA wearers.
  - Peterchurch (552) which was available 77.1% in Quarters 1 to 3 2014-15 and had decreased by 12.7% compared with availability in Quarters 1 to 3 2013-14. The low availability in Quarter 1 to 3 2014-15 was mainly due to the lack of sufficient crew and suitably qualified BA wearers.
- Pumps have shown significant improvement between Quarters 1 to 3 2013-14 and Quarters 1 to 3 2014-15 include:
  - Bromyard 541 which was up 17.8% in Quarters 1 to 3 2014-15 when compared with Quarters 1 to 3 2013-14 availability.
  - Whitchurch 452 which was up 12.2% in Quarters 1 to 3 2014-15 when compared with Quarters 1 to 3 2013-14 availability.
  - Droitwich 261 which was up 9.0% in Quarters 1 to 3 2014-15 when compared with Quarter 1 to 3 2013-14 availability.
- The Rescue pumps at Ross 442, Leominster 522 and Bromyard 542 all had 100% retained availability throughout Quarters 1 to 3 2014-15.