

Appendix 1

Fire Authority 2019-20 Performance Report: Quarters 1-3

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1. Introduction

This report summarises incident data recorded in the Incident Recording System (IRS)* and reviews the Service's overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and first on-call (retained) appliance availability.

** Incidents that occurred outside Hereford and Worcestershire's border have not been included in the following report.*

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

There may be some discrepancy in the data between this report and previous ones. The interrogation of the Incident Recording System throughout the year has given an opportunity to assure the quality of the total incident figures reported in last year's Quarterly Report. Furthermore, by utilising Structured Query Language (SQL), the Service has gained an access to a larger dataset with an increased level of accuracy primarily affecting how many incidents need to be removed from the Primary Building Fire attendance standards due to quality.

2. Total incidents

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

* *Special Services are incidents other than fires and false alarms, and include but are not limited to Road Traffic Collisions (RTC), Flooding, Removal of people from objects, Lift rescues, Spills and leaks and Animal rescues.*

2.1. Overview

The total number of incidents attended in Q1-Q3 2019-20 (01/04/19 – 31/12/19) was 5,925 (Figure 1), which is an increase of 2.97% (171 incidents) compared with Q1-Q3 2018-19 as shown in Table 1. The majority of this is accounted for by an increase of 37.26% in Special Services (528 incidents) and a 2.20% increase in False Alarms (57 incidents). Fire incidents were down by 23.66% (414 incidents).

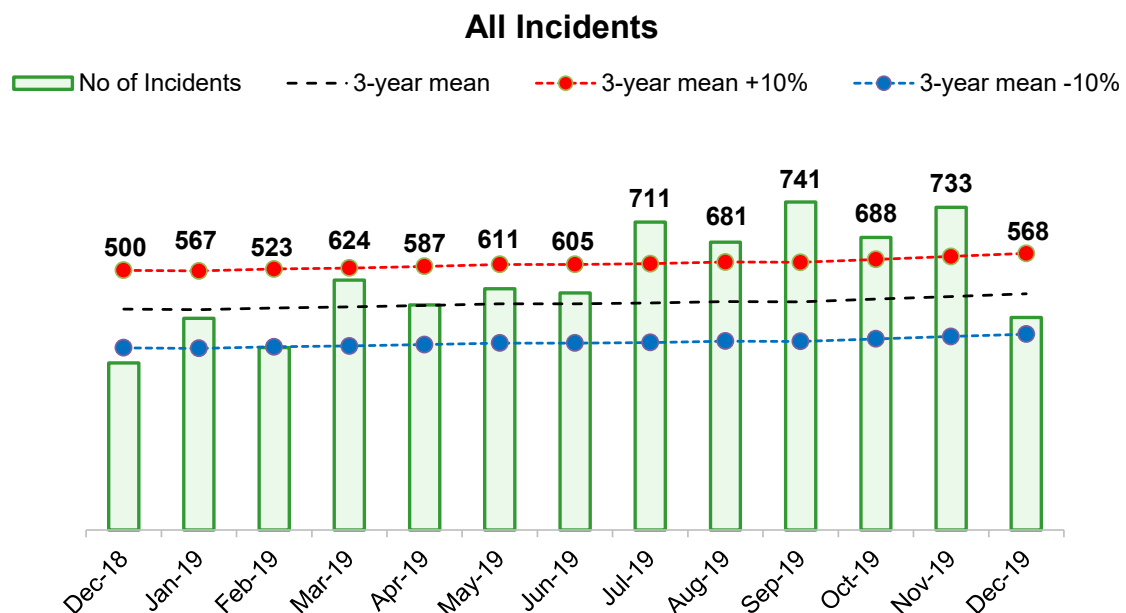


Figure 1 – Total Incidents per month: from Dec 2018 to Dec 2019

Table 1 – Total Incidents

Total Incidents	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
Fires	1,750	1,336	-414	-23.66%
Special Services	1,417	1,945	+528	+37.26%
False Alarms	2,587	2,644	+57	+2.20%
Total	5,754	5,925	+171	+2.97

- a) The total number of Fire incidents, which includes Primary, Secondary and Chimney Fires, was 23.66% less (414 incidents) than the same period in 2018-19.
- b) The number of Special Service incidents increased by 37.26% (528 incidents) compared with the same period in 2018-19, a largely due to increases in collaborative incidents such as a 173.68% 'Assisting other Agencies' (198 incidents) and +95.28% in 'Effecting entry/exit' (101 incidents). Other increases include; 12.00% in Other Special Services (49 incidents) and a 302.86% increase in Rescue or evacuation from water (106 incidents).
- c) The total number of False Alarm incidents increased by 2.20% (57 incidents) compared with the same period in 2018-19 which can be mainly accounted for by an increase in the False Alarm type 'Fire Alarm Due to Apparatus' by 33 incidents (1.76%) in Q1-Q3 2019-20 compared to the same period in 2018-19.
- d) Figure 2 shows the 5-year trend line for the total number of incidents recorded in Q1-Q3 between 2015-16 and 2019-20. Analysis shows that for each Q1-Q3 period the total number of incidents increased by 250 incidents, an increase of 1,250 incidents over a 5-year period.

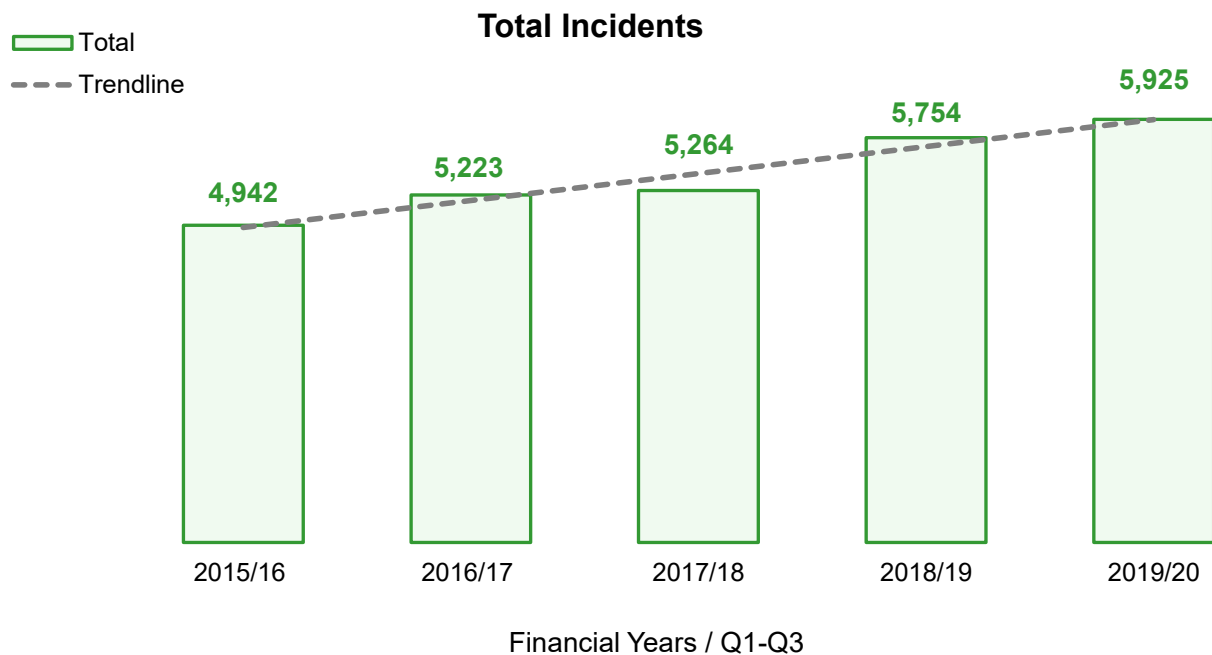


Figure 2 – All Incidents: from Q1-Q3 2015-16 to Q1-Q3 2019-20

2.2. Number of incidents per station ground area

Table 2 shows the number of incidents recorded in each fire station ground area* in Q1-Q3 2019-20.

Table 2 – Incidents per station ground Q1-Q3 2019-20

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromyard	Herefordshire	26	32	25	83
Eardisley	Herefordshire	13	27	3	43
Ewyas Harold	Herefordshire	12	19	8	39
Fownhope	Herefordshire	5	9	4	18
Hereford	Herefordshire	123	224	267	614
Kingsland	Herefordshire	14	17	13	44
Kington	Herefordshire	6	15	5	26
Ledbury	Herefordshire	22	37	52	111
Leintwardine	Herefordshire	8	21	4	33
Leominster	Herefordshire	28	62	67	157
Peterchurch	Herefordshire	13	12	11	36
Ross-on-Wye	Herefordshire	33	66	45	144
Whitchurch	Herefordshire	15	35	18	68
Bewdley	Worcestershire	38	22	24	84
Broadway	Worcestershire	8	11	16	35
Bromsgrove	Worcestershire	88	130	233	451
Droitwich Spa	Worcestershire	62	90	107	259
Evesham	Worcestershire	89	107	180	376
Kidderminster	Worcestershire	144	182	278	604
Malvern	Worcestershire	55	104	150	309
Pebworth	Worcestershire	8	9	7	24
Pershore	Worcestershire	39	43	55	137
Redditch	Worcestershire	192	213	354	759
Stourport	Worcestershire	58	71	95	224
Tenbury	Worcestershire	17	28	3	48
Upton upon Severn	Worcestershire	19	48	37	104
Worcester	Worcestershire	201	311	583	1095
Total		1,336	1,945	2,644	5,925
		22.55%	32.83%	44.62%	100.00%

* The geographical location of each incident is recorded in the Incident Recording System, which determines the relevant station ground. The table summarises the data for all incidents except where the incidents were recorded as 'Over the Border' or OTB.

2.3. Key performance indicators out of tolerance

- a) This report shows that the Total Fires, Primary Fires and Secondary Fires remained within the levels of tolerance for Q1-Q3 2019-20. However, Total Incidents and Chimney Fires were above the upper 10% tolerance limit. Special Service's and False Alarm incidents continued in Q1-Q3 2019-20 to be outside upper tolerance levels. The effects of the saturated months of October and November paired with the change in policy for collaborative incident types could explain why Special Service incidents are out of tolerance levels for Q1-Q3 2019-20.
- b) In Q1-Q3 2019-20, all staff sickness was above the level of tolerance for All Staff, Wholetime firefighters and Non-uniformed staff.

2.4. Community Risk's activity

- a) In Q1 2019-20 campaigns delivered by Community Risk have included Electrical Safety, Business Safety, Gas and Chimney Safety. They have supported various local events to promote fire safety and Home Fire Safety Checks, along with working with partners at Young Citizen's events, an initiative which is aimed to encourage school age children to think about their personal safety and the safety of others. Seasonal advice has also been offered, in particular water safety and cooking safely outdoor during the summer holidays.
- b) In Q2 2019-20 HWFRS have joined forces with the Police and Crime Commissioner's office, other search and rescue organisations, the police, charities, and street pastors, to encourage young people to stay safe during their first weeks away from home at university, helping to protect new students during their university Welcome Week, launching the 'Home and Dry' campaign.
- c) In Q3 2019-20, campaigns delivered by Community Risk have included candle safety, student fire safety and smoke alarm testing and purchasing. The Community Risk team have supported various local events to promote fire safety including during Older People's Day and have worked with local GPs by attending flu clinics to generate Safe and Well Check referrals for vulnerable individuals. Seasonal advice has also been offered on fireworks and bonfire safety along with giving advice to the public on staying safe during periods of flooding, particularly as there were periods of flooding in October, November and December.
- d) During Q1-Q3 2019-20, Community Risk activity included 2,804 Home Fire Safety Checks (HFSCs), which target vulnerable households, 434 Business Fire Safety Checks (BFSCs) and 1,350 Signposting referrals to other support agencies. The full range of Community Risk activity is shown in Appendix 2.
- e) Fire Safety officers continue to deliver intelligence led project work, focusing on commercial properties with residential accommodation above. This work reflects the increase in enforcement activity, also shown in Appendix 2.

2.5. Weather

- a) Rainfall was 177% of average, making it the 8th wettest June since 1910. It was particularly wet in the Midlands and Lincolnshire (Met Office, 2019). This had a direct impact on the number of total fires recorded in the month of June, a decrease of 34.71% and 39.01% when compared with the total number of fire incidents recorded in April 2019 and May 2019, respectively.
- b) July saw the highest temperature ever recorded in the UK (38.7°C), with summer 2019 becoming the twelfth warmest and seventh wettest on record since 1910 across the UK (Met Office, 2019).
- c) In October rainfall was 109% of average with a significant spell peak observed between 24th and 26th of October 2019; the maximum precipitation in central England reached 118 mm (Met Office, 2019). The river flow in River Severn, River Wye and River Avon was classified as exceptionally high (the highest possible) by the Environment Agency (2019).

3. Fire incidents

3.1. Introduction

Types of fire as recorded in the IRS:

- a) Primary – to be categorised as primary these fires must be either:
 - occurring in a (non-derelect) building, vehicle or outdoor structure;
 - involving fatalities, non-fatal casualties or rescues, or
 - attended by 5 or more appliances.
- b) Secondary – are generally outdoor fires which do not involve people or property.
- c) Chimney – are fires in buildings where the flame was contained within the chimney structure and did not meet any of the requirements to become a Primary Fire.

3.2. Overview

The number of Fires decreased by 23.66% (414 incidents) in Q1-Q3 2019-20 compared with the same period in 2018-19 (Table 3). 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 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of fires, since the model is of a very poor fit.

Table 3 – Total Fires

Total Fires	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
Primary Fires	882	745	-137	-15.53%
Secondary Fires	804	533	-271	-33.71%
Chimney Fires	64	58	-6	-9.38%
Total	1,750	1,336	-414	-23.66%

- a) The number of Primary Fire incidents decreased by 137 incidents in Q1-Q3 2019-20 compared to the same period in 2018-19, representing a decrease of 15.53%.
- b) The number of Secondary Fires decreased by 271 incidents (33.71%) compared with the same period in 2018-19.
- c) The number of Chimney Fires decreased from 64 to 58 (9.38%) compared with the same period in 2018-19.

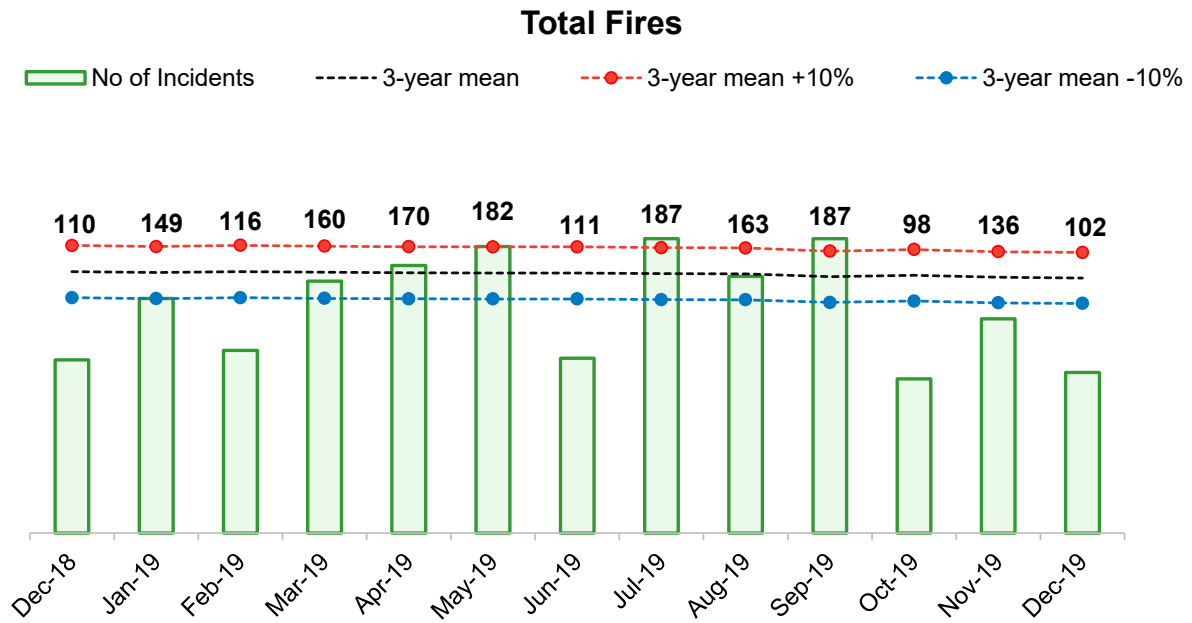


Figure 3 – Total Fires per month: from Dec 2018 to Dec 2019

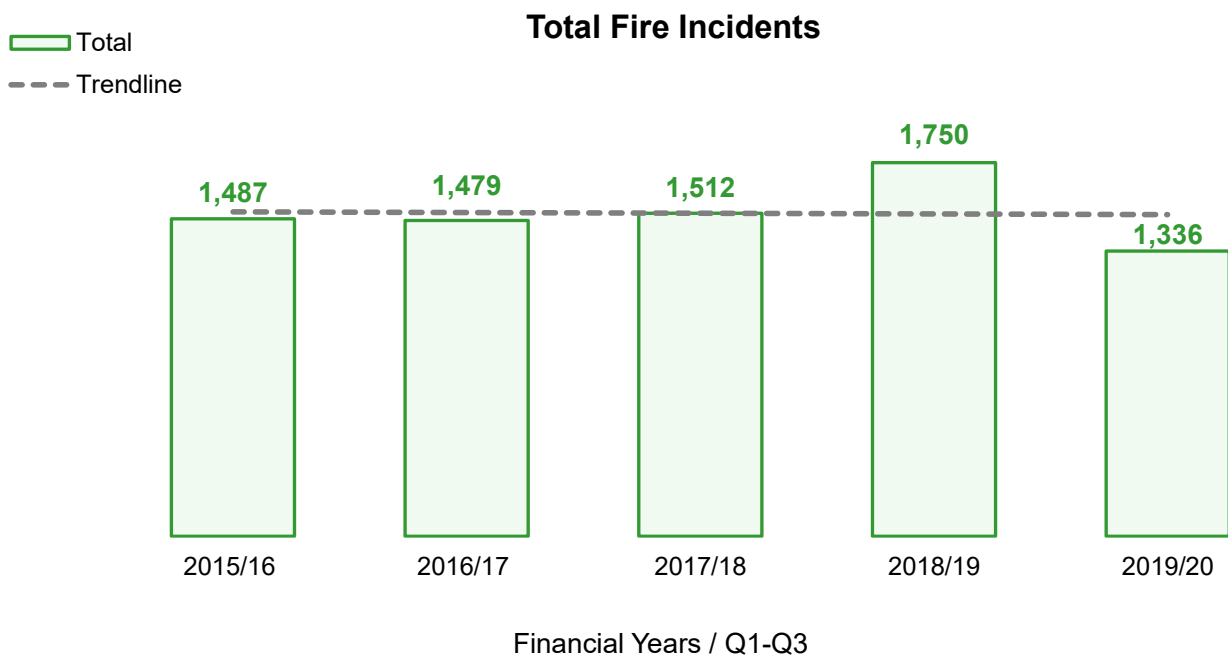


Figure 4 – Total Fires: from Q1-Q3 2015-16 to Q1-Q3 2019-20

3.3. Primary fires

There was a 15.53% decrease (incidents) in Primary Fires in Q1-Q3 2019-20 compared with the same period in 2018-19 (Table 4, Figure 5).

Figure 6 shows the 5-year trend line for the total number of Primary Fires recorded in Q1-Q3 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of Primary Fires, since the model is of a very poor fit.

Table 4 – Primary Fires

Primary Fires	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
Building Fires	512	462	-50	-9.77%
Vehicle & Transport Fires	231	213	-18	-7.79%
Outdoor Fires	139	70	-69	-49.64%
Total	882	745	-137	-15.53%

- Although the months of October and November were wetter compared to usual, the number of Primary Fires in November remained as high as the summer months of July to September. Out of the 91 incidents that occurred in November, 65 were accidental with the main cause of the fire 'Fault in equipment or appliance' (14 incidents), 'Combustible articles too close to heat source (or fire)' and 'Cooking – other cooking' with 9 incidents respectively. The 18th of November saw the highest amount of incidents but these did not relate to any notable events.
- Primary Building Fires currently account for the greatest proportion (62.01%) in this category with 462 incidents.
- There was 1 fatality in Primary Building Fires during Q1-Q3 in 2019-20 (Table 5 shows incident and casualty numbers, Figure 7).
- The number of Primary Building Fires in Q1-Q3 2019-20 decreased by 9.77%, when compared with the same period in 2018-19. This was predominantly caused by a 9.41% decrease in domestic (dwellings and other residential) property fires (32 incidents).
- Domestic fires constituted 41.34% of the total primary building fires. The top three causes of domestic primary building fires were 'Cooking – other cooking' (80 incidents), 'Fault in equipment or appliance' (40 incidents) and 'Combustible articles too close to heat source (or fire)' (39 incidents).
- Vehicle & Transport Fires decreased by 18 incidents (-7.79%) compared with the same period in 2018-19 (Table 3), 8 of these incidents were the result of an RTC.
- Primary Outdoor Fires totalled 70 incidents in Q1-Q3 2019-20 compared with 139 incidents in the same period in 2018-19.
- Technical Fire Safety officers continue to work with businesses and post-fire audits are completed following all fires in business premises.
- The numbers in Figure 7 may differ to previous year's reports; this could be due to changes in reports after the fact e.g. the incident was changed to an over the border. In particular, the 3 fatalities recorded for 2018/19 were reported as 4 fatalities in the last quarter. The coroner's

report showed that the fatality was not due to a fire and therefore was changed in the IRS system.

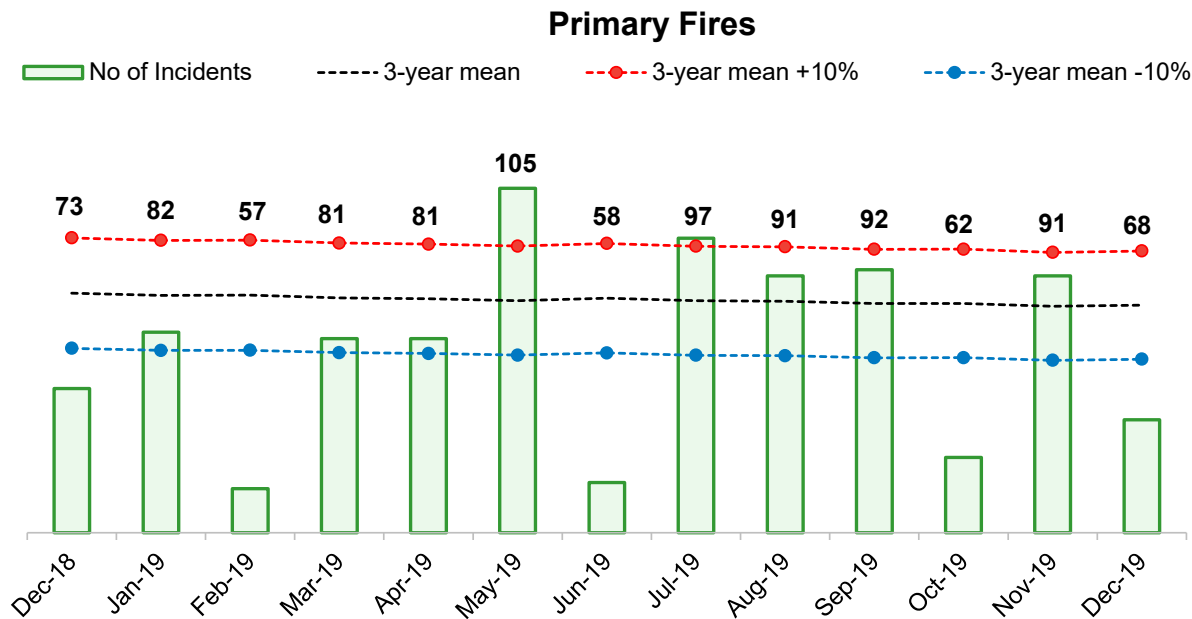


Figure 5 – Primary Fires per month: from Dec 2018 to Dec 2019

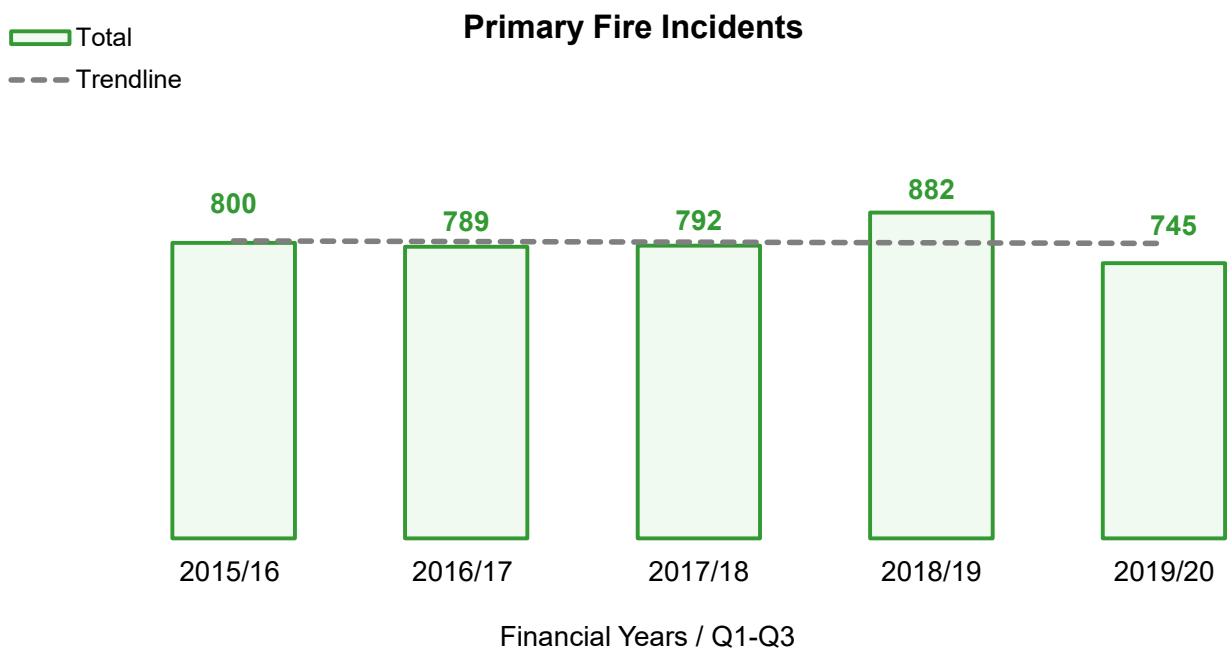


Figure 6 – Primary Fires: from Q1-Q3 2015-16 to Q1-Q3 2019-20

Table 5 – Primary Fires casualties

Primary Fires Casualty*: severity	Q1-Q3 2018-19		Q1-Q3 2019-20		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	2	3	1	1	-50.00%	-66.67%
Victim went to hospital, injuries appear to be Serious	6	6	9	10	+50.00%	-66.67%
Victim went to hospital, injuries appear to be Slight	21	21	18	26	-14.29%	-23.81%
First aid given at scene	21	25	20	22	-4.76%	-12.00%
Total	50	55	48	59	-4.00%	+7.27%

* Note: the above casualty severity data refers to all fire incidents regardless of property type.

Primary Fire Injuries and Fatalities

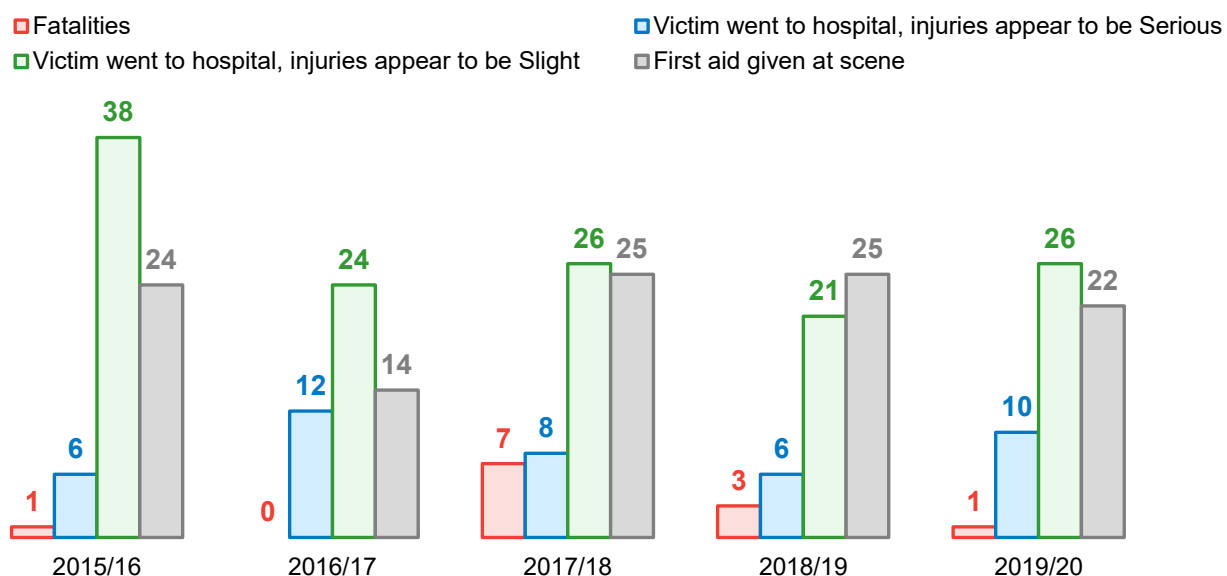


Figure 7 – Primary Fire Injuries and Fatalities: from Q1-Q3 2015-16 to Q1-Q3 2019-20

3.4. Secondary fires

There was a 33.71% decrease (271 incidents) in Secondary Fires in Q1-Q3 2019-20 compared with the same period in 2018-19 (Table 6, Figure 8).

Table 6 – Secondary Fires

Secondary Fires	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
Grassland, Woodland and Crop	342	201	-141	-41.23%
Other Outdoors (including land)	259	151	-108	-41.70%
Outdoor Structures	155	125	-30	-19.35%
Building & Transport	27	45	+18	+66.67%
Outdoor Equipment & Machinery	21	11	-10	-47.62%
Total	804	533	-271	-33.71%

- 'Grassland, Woodland and Crop' fires represent the greatest proportion (37.71%) of all Secondary Fires. 60.70% of 'Grassland, Woodland and Crop' fires were classified as accidental.
- The majority of 'Other Outdoors (including land)' secondary fires were caused by 'loose refuse' which resulted in 82 incidents (54.30%) in Q1-Q3 2019-20.
- The number of 'Building & Transport' fires increased by 18 incidents (66.67%) in Q1-Q3 2019-20 compared with the same period in Q1-Q3 2018-19, where September had the highest amount of incidents occur. The average number of incidents for 'Building & Transport' fires for the past 5 years is 37 for Q1-Q3. Of the 45 incidents that occurred, 27 were deliberate, 7 accidental and 11 unknown. All of the incidents occurred in a derelict building or transport vehicle.

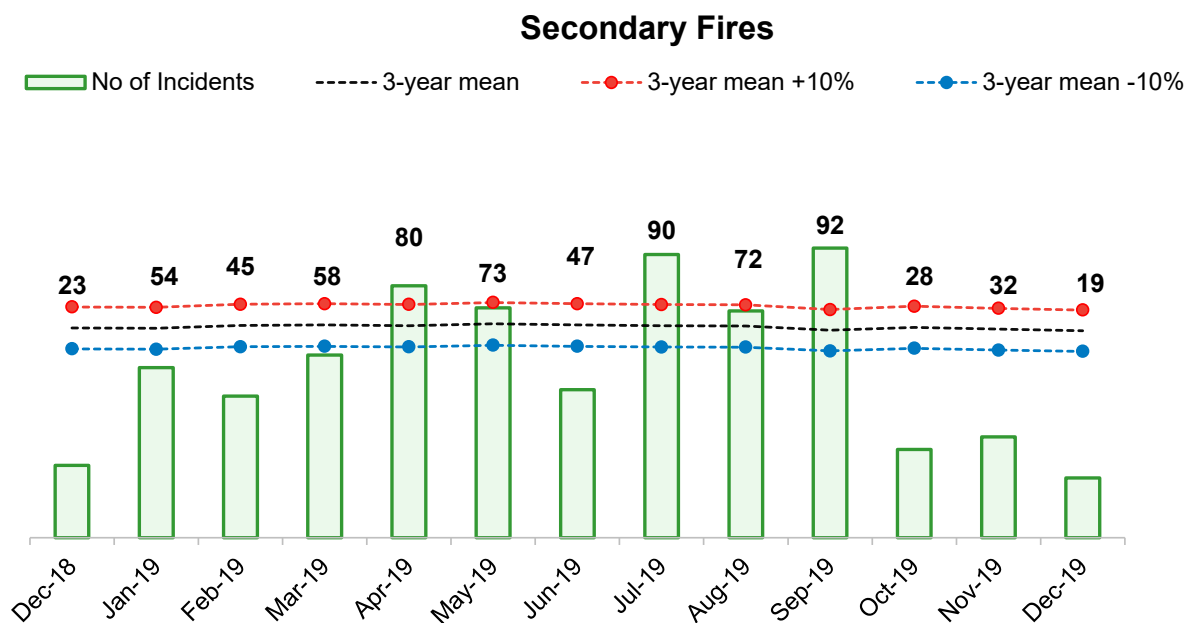


Figure 8 – Secondary Fires per month: from Dec 2018 to Dec 2019

Figure 9 shows the 5-year trend line for the total number of Secondary Fires recorded in Q1-Q3 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of Secondary Fires, since the model is of a very poor fit.

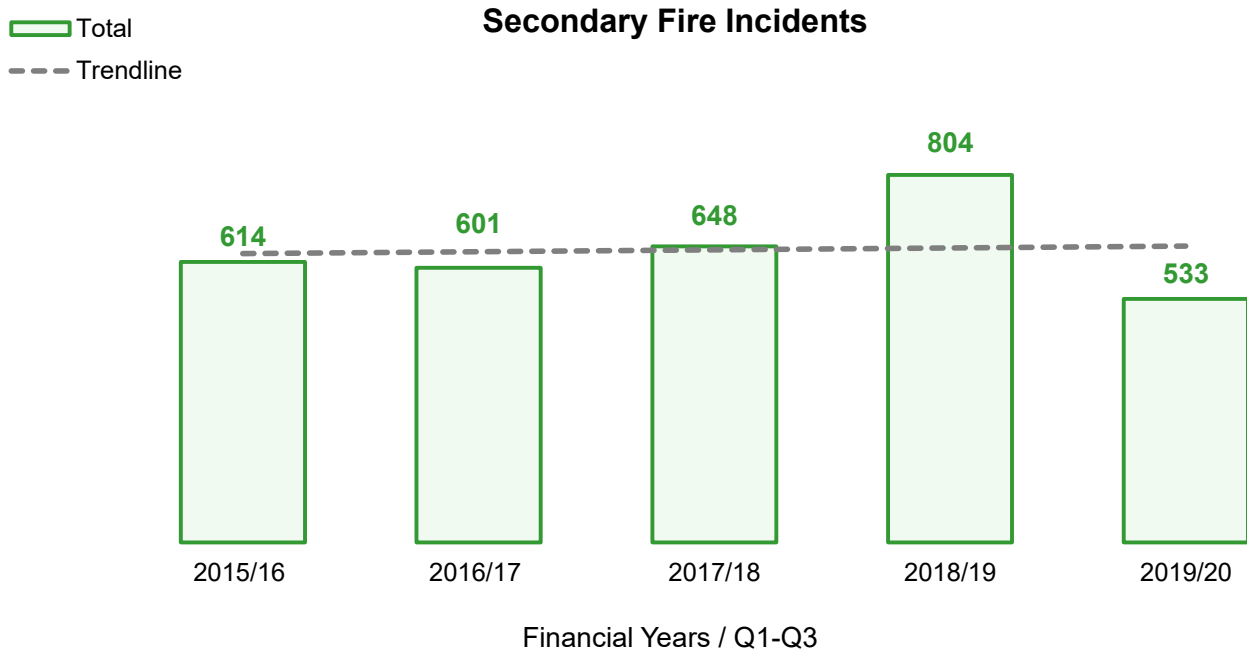


Figure 9 – Secondary Fires: from Q1-Q3 2015-16 to Q1-Q3 2019-20

3.5. Chimney fires

The number of Chimney Fires (58 incidents) decreased by 6 in Q1-Q3 2019-20, compared to the same period of 2018-19 (Table 7, Figure 10) and is the lowest amount of Chimney Fire incidents within the past 5 years for Q1-Q3, decreasing each year since 2016/17. The decrease in the number of Chimney Fires is likely to be related to the hotter than usual weather in July and August and the wetter than usual weather in October and November.

Table 7 – Chimney Fires

Chimney Fires	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
April	10	9	-1	-10.00%
May	3	4	+1	+33.33%
June	0	6	+6	∞
July	0	0	-	-
August	0	0	-	-
September	5	3	-2	-40.00%
October	13	8	-5	-37.50%
November	19	13	-6	-31.58%
December	14	15	+1	+7.14%
January				
February				
March				
Total	64	58	-6	-9.38%

* Note: no percentage increase/decrease can be calculated due to previous year value(s) were zero.

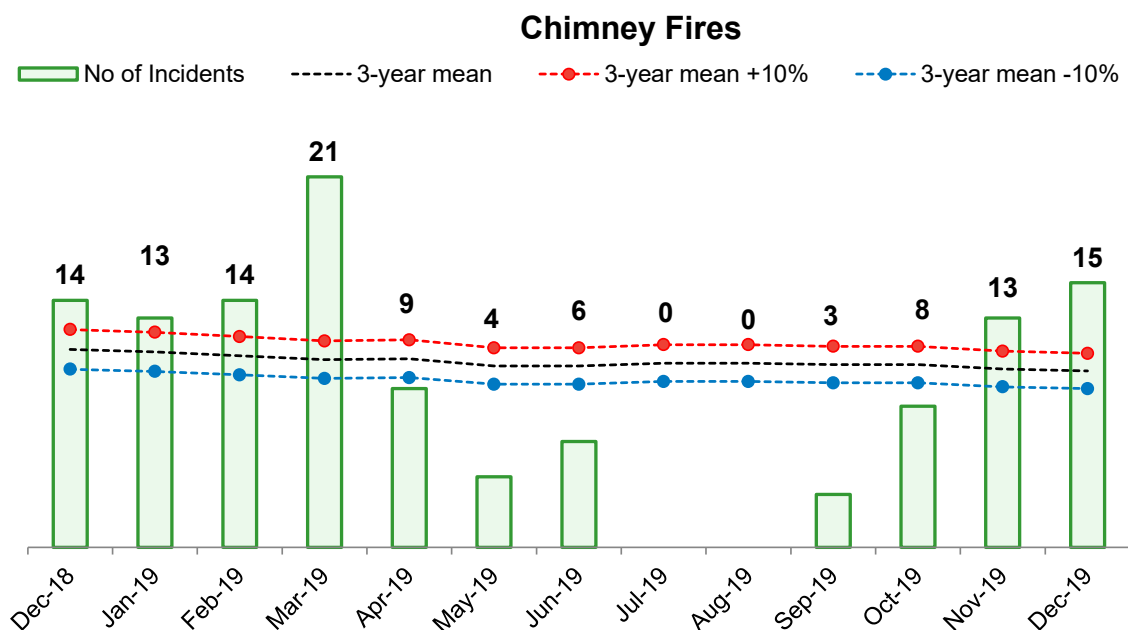


Figure 10 - Chimney Fires per month: from Dec 2018 to Dec 2019

The number of Chimney Fires in Q1-Q3 2019-20 was 18.31% less than the 5-year average of 71 incidents. Figure 11 shows the 5-year trend line for the total number of Chimney Fires recorded in Q1-Q3 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of Chimney Fires, since the model is of a very poor fit.

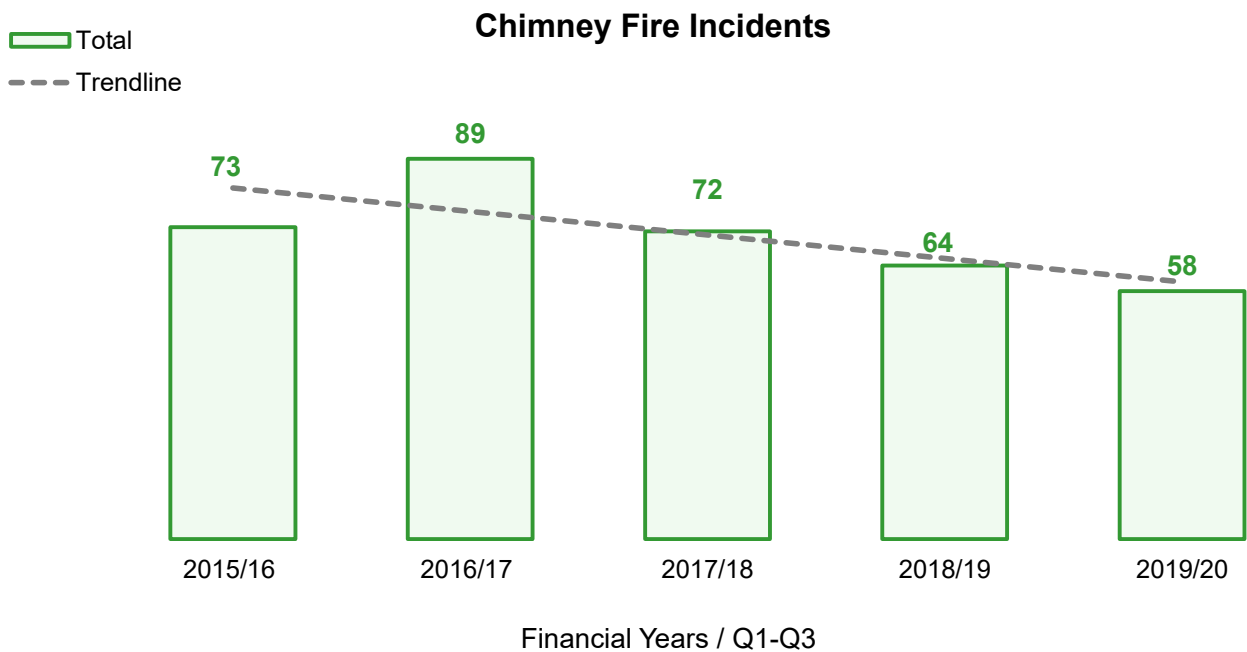


Figure 11 – Chimney Fires: from Q1-Q3 2015-16 to Q1-Q3 2019-20

Figure 12 shows the distribution of the 58 Chimney Fires in Q1-Q3 2019-20 by fire station ground. It shows that the highest numbers of Chimney Fires were in the Wyre Forest area (1 in Bewdley, 3 in Kidderminster and 4 in the Stourport), Worcester (7 incidents) and Bromyard (5 incidents).

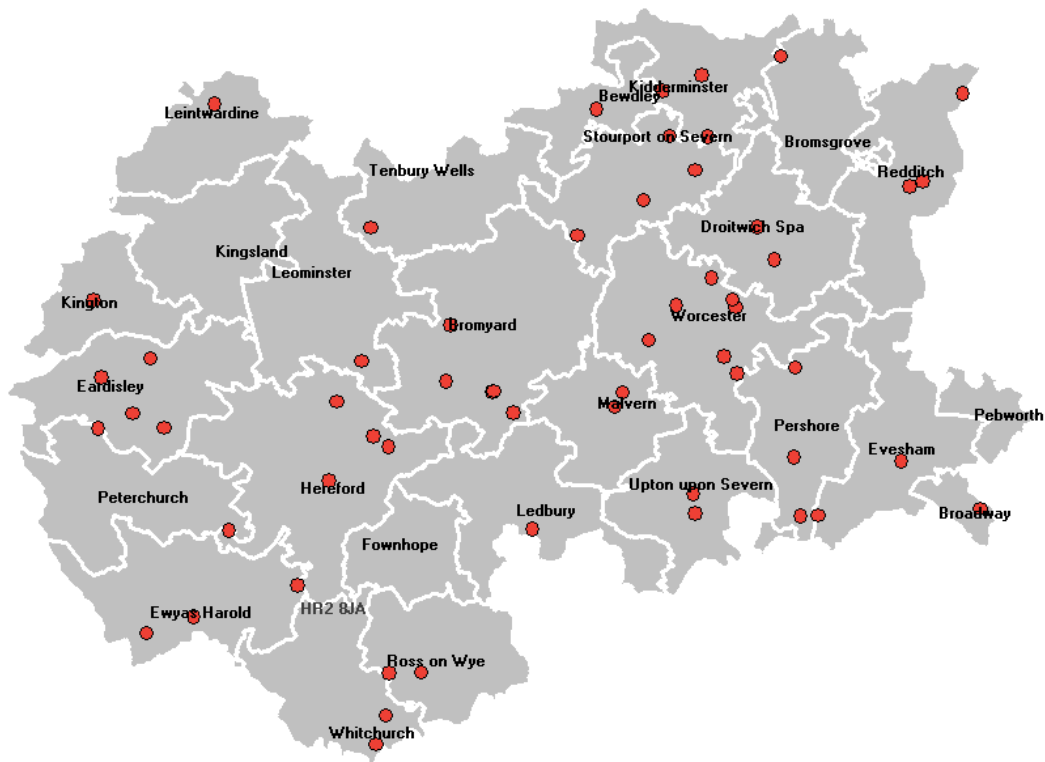


Figure 12 – Chimney Fires per station ground area in Q1-Q3 2019-20

4. Special service incidents

4.1. Introduction

Special service incidents are incidents attended which are neither fire nor false alarm related. This report (and accompanying data tables) groups together the Special Services into 8 main categories (Table 8). These categories comprise of either the most common incident types, or incident types that are of particular interest. The 'Other Special Services' sub category contains all incidents that do not fit within the other categories and include types such as, but are not limited to: 'Hazardous Materials incident', 'Evacuation (no fire)', 'Suicide/attempts', 'Medical Incident'. The figures relating to RTC's in this section are those that have been closed as a Special Service.

4.2. Overview

The number of Special Service incidents has risen by 37.26% (528 incidents) in Q1-Q3 2019-20 compared to the same period in 2018-19 (Table 8, Figures 13-14).

Table 8 – Special Services

Special Service sub-categories	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
Animal assistance	80	79	-1	-1.25%
Assist other agencies	114	312	+198	+173.68%
Effecting entry/exit	106	207	+101	+95.28%
Flooding	103	164	+61	+59.22%
Lift release	49	50	+1	+2.04%
Rescue or evacuation from water	35	141	+106	+302.86%
RTC	522	535	+13	+2.49%
Other Special Services	408	457	+49	+12.00%
Total	1,417	1,945	528	+37.26%

- The greatest proportion (27.51%) of Special Services was accounted for by the category 'RTC' with 535 incidents followed by 'Other Special Services' (23.50%) whose main sub-categories were 'No action (not false alarm)' with 71 incidents and 'Other rescue/release of persons' with 66 incidents. Other sub-categories include, but are not limited to: 'Removal of objects from people' (48 incidents), 'Spills and leaks (non-RTC)' (52 incidents), 'Hazardous Materials' (38 incidents) and 'Advice only' (23 incidents).
- 'Flooding' Special Services increased by 59.22% (61 incidents). Between 26th and 31st of October 2019, 57 flooding incidents were recorded in the IRS; 64.91% of these incidents occurred on the 26th of October 2019 alone. No fatality was recorded during this period of time. The majority of flooding incidents occurred in Hereford, Redditch and Worcester station ground areas.
- The increase in flooding incidents can also explain the synonymous increase in incidents requiring 'Rescue or evacuation from water' which featured the greatest change of 302.86% (106 incidents). Between the 24th and 29th of October 2019, 56 rescues or evacuations from water were recorded in the IRS; 62.50% of these incidents happened on the 26th of October

2019 alone. No fatality was recorded during this period of time. The majority of rescues from water were recorded in Worcester, Leintwardine and Hereford station ground areas.

- d) Collaborating incidents such as 'Assist other agencies' were up 198 incidents in comparison to the same period in 2018-19 and 'Effecting entry/exit' were up by 101 incidents, together comprising of a proportion of 26.68% (519 incidents) of the total Special Service incidents.
- e) Additionally, incidents that were closed as a Special Service/RTC represented 27.51% (535 incidents*).

**This figure only includes the RTC's that were closed as a Special Service i.e. incidents closed as a fire that was due to an RTC is not included but can be found in the 'Building & Transport' section of Table 4.*

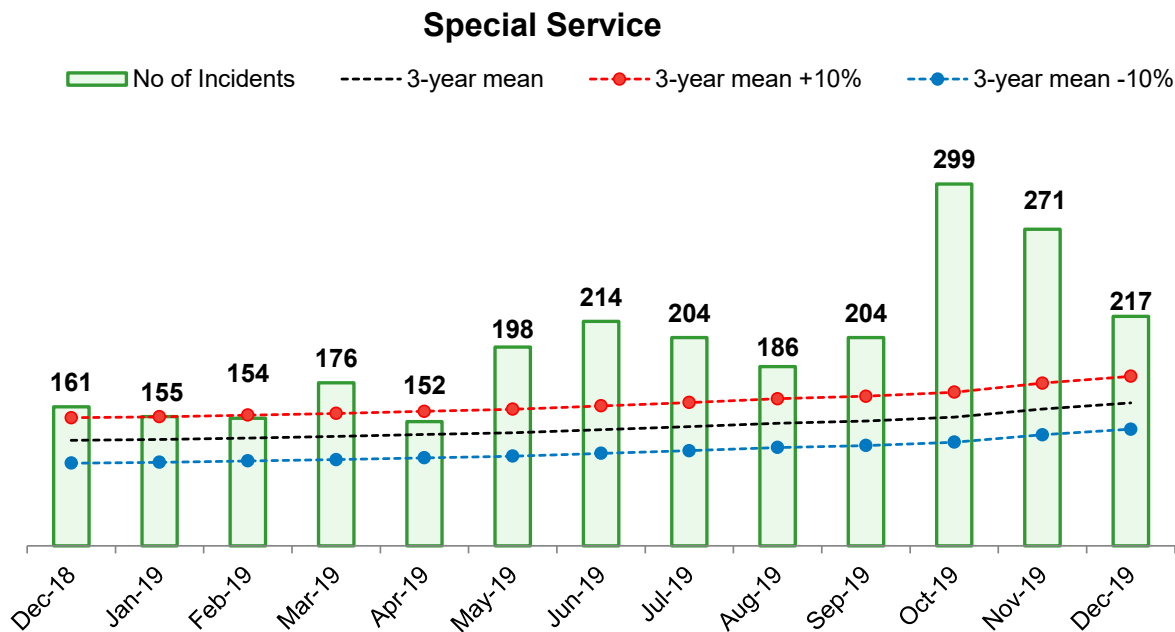


Figure 13 – Special Service incidents per month: from Dec 2018 to Dec 2019

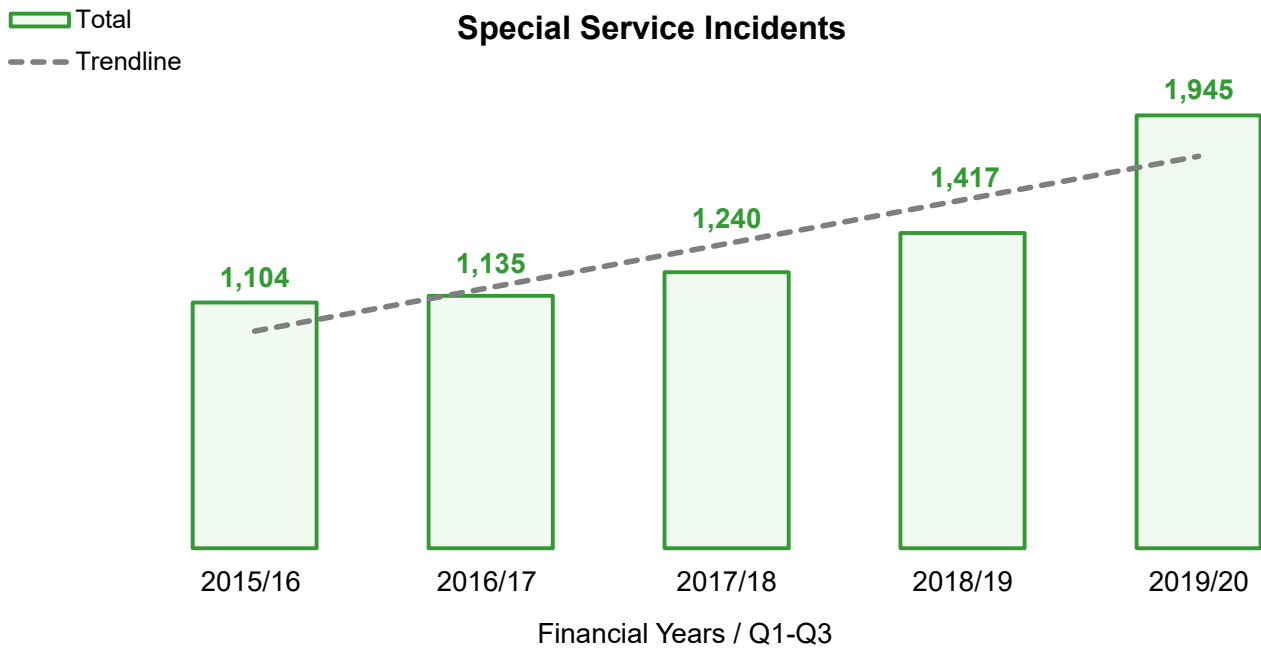


Figure 14 – Special Service incidents: from Q1-Q3 2015-16 to Q1-Q3 2019-20

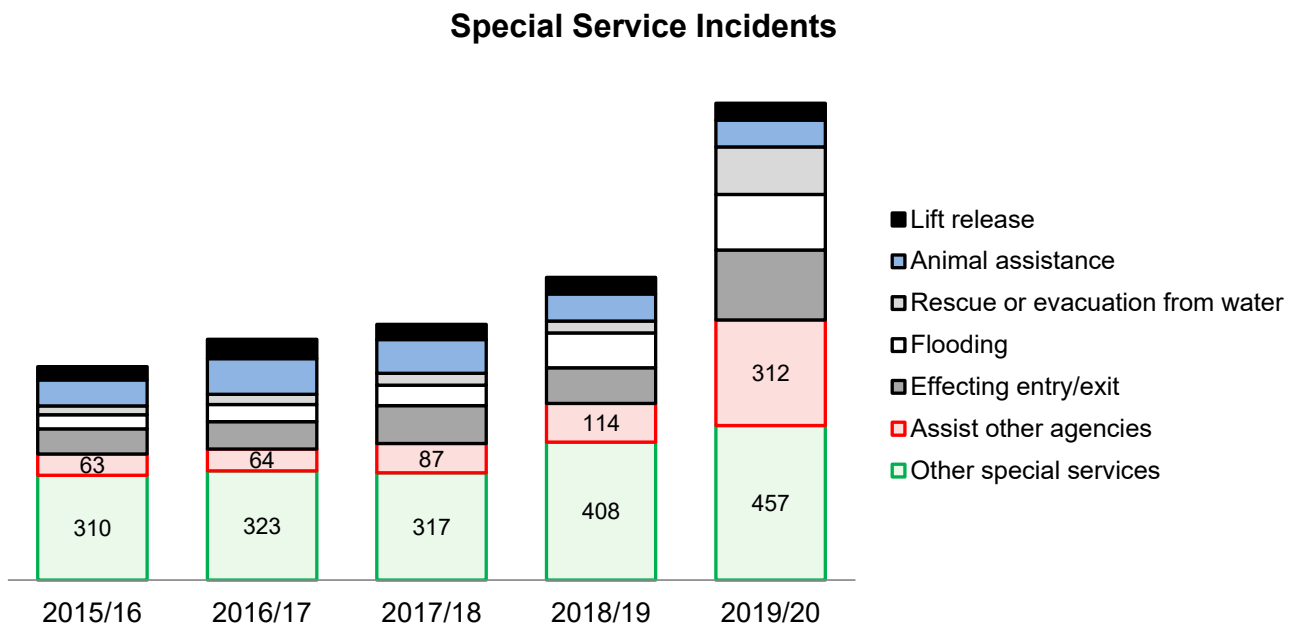


Figure 15 – Special Service incidents: from Q1-Q3 2015-16 to Q1-Q3 2019-20

- The increase in collaborative incidents such as 'Assisting other agencies' (198 incidents) and 'Effecting entry/exit' (101 incidents) was expected due to the change in operational policies (Figure 15). In Q1-Q3 2019-20 54.91% of these calls came from Police (285 out of 519 incidents) and 13.49% from the Ambulance (70 out of 519 incidents). The full list of incidents related to gaining access is available through the Operational Policies Department.
- Incidents involving Animal Assistance decreased by 1.25% from 80 incidents in Q1-Q3 2018-19 to 79 in 2019-20.

4.3. Total RTC incidents

The total 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; incidents include only those whose closure code was Special Service. Incidents that were an RTC but were closed as a different code e.g. Fire, Assisting other agencies is not included in the total figure. This report (and accompanying data tables) groups together the Total RTC incidents into 6 main categories (Table 9). These categories comprise of either the most common incident types, or incident types of particular interest. The 'Other RTC' sub-category contains all incidents that do not fit within the other categories and include types such as (but are not limited to): 'Medical assistance only', 'Stand by – no action', 'Advice only'.

- a) The number of RTC incidents attended in Q1-Q3 2019-20 increased by 2.49% (13 incidents) compared to the same period in 2018-19 (Table 9). This is mostly accounted for by an increase in attending 'RTC – Make vehicle safe' which was up by 10.60% (32 incidents).
- b) The majority of RTCs involved making vehicles safe (62.43% of all RTC incidents attended).
- c) RTC incidents that required the extrication of person/s (using cutting equipment) decreased by 17.54% from 57 to 47 incidents.
- d) Fire and Rescue crews attended 12 fatalities involving RTCs in Q1-Q3 2019-20, which decreased when compared to the same period in 2018-19. The number of people slightly injured in RTCs increased from 184 to 196, and the number of people seriously injured decreased by 9. The overall number of casualties decreased by 2 (Table 10, Figure 16).
- e) The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

Table 9 – Total RTC incidents*

Total RTC Incidents	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
Make vehicle safe	302	334	+32	10.60%
Make scene safe	80	80	-	-
Extrication of person/s	57	47	-10	-17.54%
Release of person/s	44	34	-10	22.73%
Wash down road	2	4	+2	+100.00%
Other RTC	37	36	-1	-2.70%
Total	522	535	+13	2.49%

*Table 9 summarises the RTC incidents which were closed as Special Service – RTC.

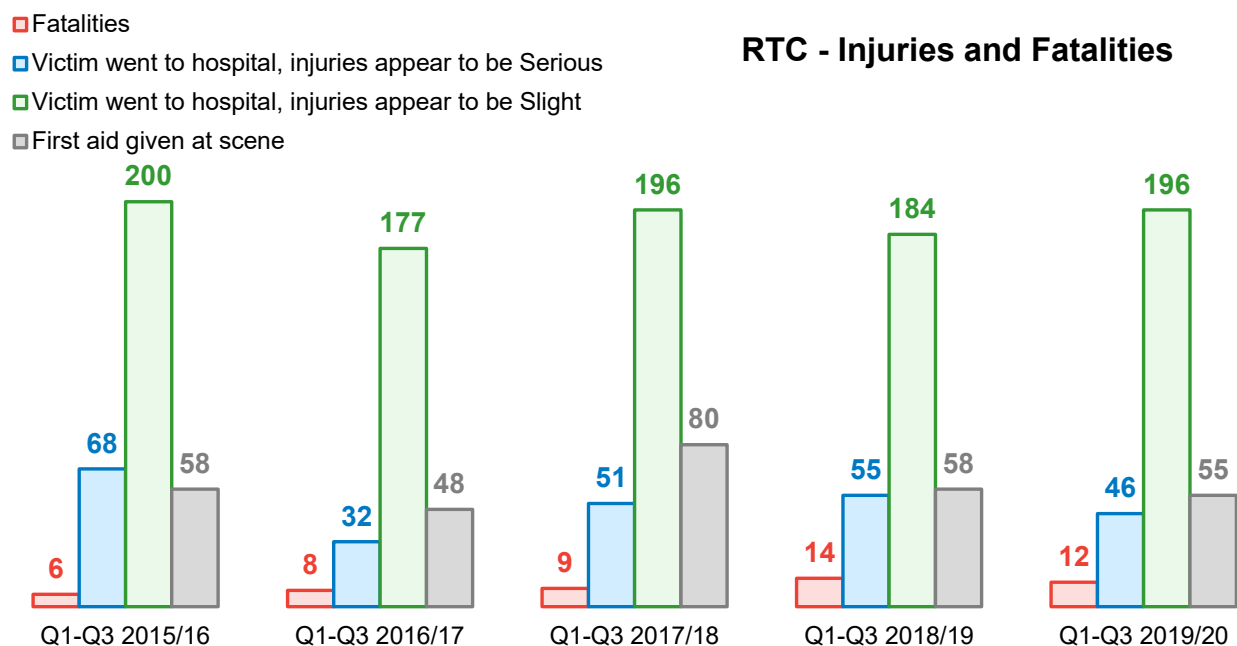


Figure 16 – RTC Injuries and fatalities quarterly data: from Q1-Q3 2015-16 to Q1-Q3 2019-20

Table 10 – Total RTC casualties*

Total RTC Casualty: severity	Q1-Q3 2018-19		Q1-Q3 2019-20		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	14	14	11	12	-21.43%	-14.29%
Victim went to hospital, injuries appear to be Serious	51	55	41	46	-25.45%	-16.36%
Victim went to hospital, injuries appear to be Slight	136	184	148	196	+8.82%	+6.52%
First aid given at scene	45	58	43	55	-4.44%	-5.17%
Total	246	311	243	309	-1.22%	-0.64%

*Table 10 summarises the total incidents which were closed as Special Service – RTC.

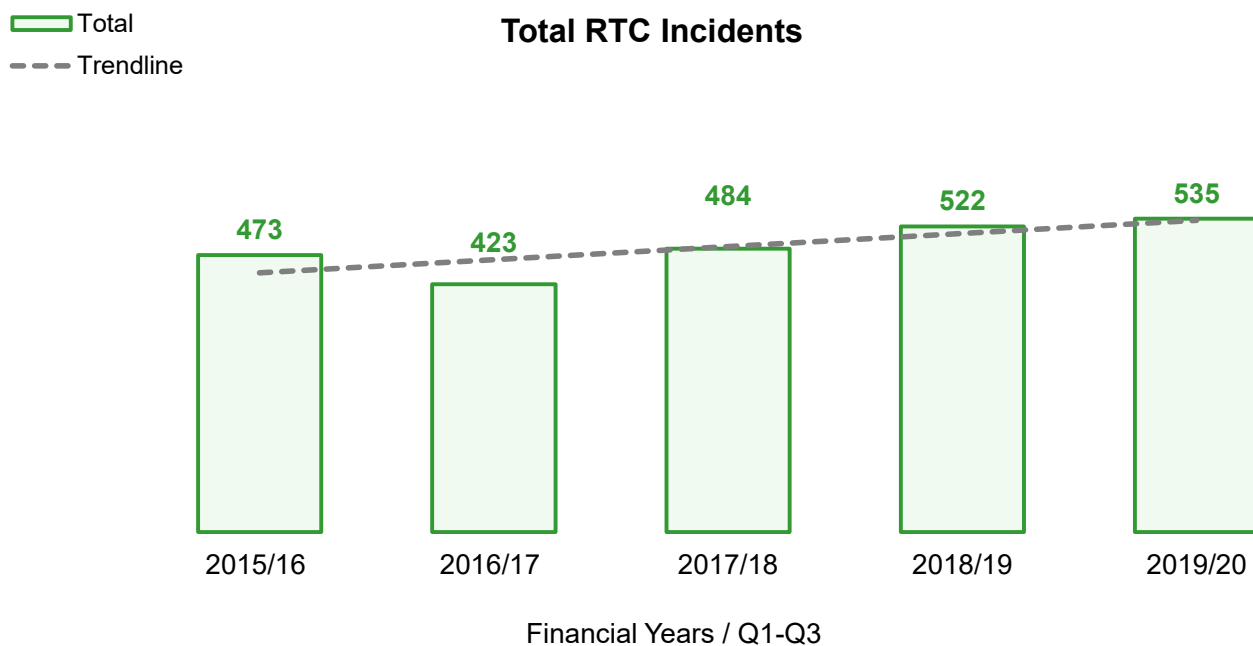


Figure 17 – RTC Incidents: from Q1-Q3 2015-16 to Q1-Q3 2019-20

Figure 17 shows the 5-year trend line for the total number of Road Traffic Collisions recorded in Q1-Q3 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of RTCs, since the model is of a very poor fit.

5. False alarm incidents

5.1. Introduction

Fire False Alarm – where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Types of false alarm as recorded in the IRS:

- Malicious False Alarms - are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.
- Good Intent False Alarms - are calls made in good faith in the belief that the FRS really would attend an incident.
- False Alarm due to Apparatus - are calls initiated by fire alarm and fire-fighting equipment operating (including accidental initiation of alarm apparatus by persons or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).

5.2. Overview

The number of False Alarm incidents in Q1-Q3 2019-20 showed an increase of 57 incidents (2.20%) compared to the same period in 2018-19 (Table 11, Figure 18). Overall, 51.17% (1,353 incidents) of False Alarm calls originated from domestic (dwellings and other residential) properties when compared with non-residential premises (35.14%, 929 incidents) and Other (13.69%, 362 incidents).

- a) Fire Alarm Due to Apparatus incidents increased by 33 incidents (1.76%) in Q1-Q3 2019-20 compared to the same period in 2018-19 (Table 11). The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.
- b) False Alarm Good Intent incidents increased by 15 incidents (2.22%) in Q1-Q3 2019-20, when compared to the same period in 2018-19. Malicious False Alarms increased from 32 to 41 and they were recorded as follows: 14 in Worcester, 4 in Hereford, Kidderminster, Redditch and Evesham, 3 in Bromsgrove, Pershore, 1 in Stourport, Bromyard, Upton-upon-Severn, Droitwich, Pebworth and Malvern.
- c) Figure 19 shows the 5-year trend line for the total number of False Alarms recorded in Q1-Q3 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of False Alarms, since the model is of a very poor fit.

Table 11 – False Alarms

Category	Q1-Q3 2018-19	Q1-Q3 2019-20	Change	
Malicious false alarms	32	41	+9	+28.13%
Good intent false alarms	676	691	+15	+2.22%
Fire alarm due to apparatus	1879	1912	+33	+1.76%
Total	2,587	2,644	+57	+2.20%

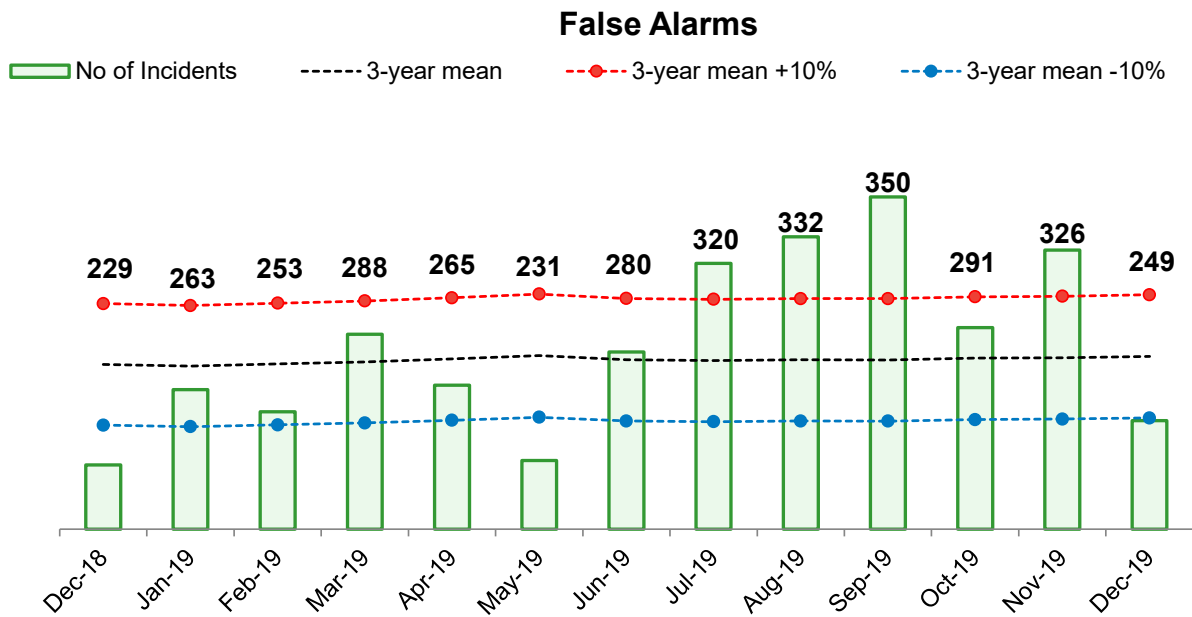


Figure 18 – False Alarm incidents per month: from Dec 2018 to Dec 2019

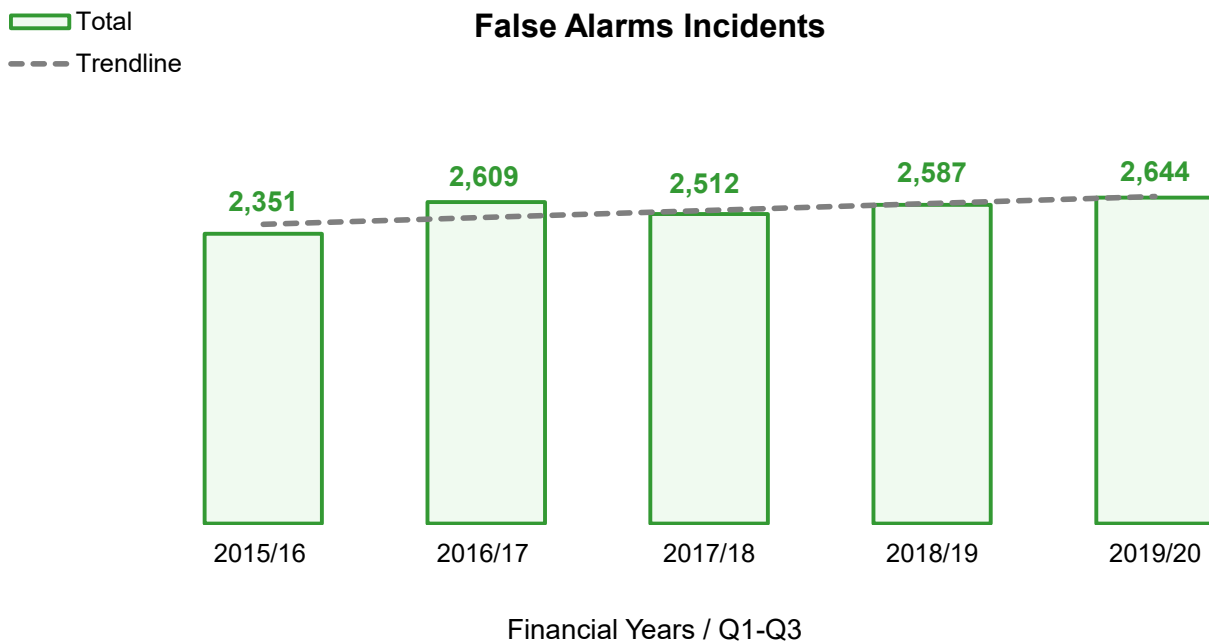


Figure 19 – False Alarm incidents: from Q1-Q3 2015-16 to Q1-Q3 2019-20

6. Attendance Standards

6.1. Introduction

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first fire appliance to arrive at all Primary Building Fires within 10 minutes on at least 75% of occasions.

This benchmark or measurement standard does not alter how quickly the Service attends incidents. Many other factors can influence this target, such as: call challenging and information gathering by Fire Control, changing societal issues (e.g. fewer incidents in built up areas and more incidents proportionally outside of towns and cities) and weather/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.

6.2. First Fire Appliance at Primary Building Fires in Q1-Q3 2019-20

Table 12 provides a summary of the Attendance Standard for the Q1-Q3 2019-20 period and the same quarters in 2018-19.

Table 12 – First fire appliance attendance at Primary Building Fires within 10 minutes

First fire appliance attendance	Q1-Q3 2018-19		Q1-Q3 2019-20	
Primary Building Fires attended within 10 minutes	290	56.64%	232	50.22%
Primary Building Fires not attended within 10 minutes	215	41.99%	228	49.35%
* Discarded incidents due to missing information	7	1.37%	2	0.43
Total	512	100%	462	100%

** It should be noted that since January 2020 a new script is available to calculate the Attendance Standard which interrogates the IRS system directly. This allows incident commanders to manually add the missing information after the event. The previous procedure was based on the Brigid system (appliance mobilising system) and therefore more incidents needed to be removed due to lack of information.*

- The total number of Primary Building Fires in Q1-Q3 2019-20 was 462, which is a 9.77% decrease compared to the same period in 2018-19.
- The percentage of Primary Building Fires* attended by the first fire appliance within 10 minutes during Q1-Q3 2019-20 was 50.22% which is down by 6.42% compared to the same period in 2018-19 (Table 12).

** It should be noted that calculations are based on available records downloaded directly from the IRS database, which have been quality checked. During Q1-Q3 2019-20, 2 out of 462 (0.43%) records were not included compared to 7 out of 512 (1.17%) in Q1-Q3 2018-19.*

Table 13 – First fire appliance attendance at Primary Building Fires average times

First fire appliance attendance (average times)	Q1-Q3 2018-19 (mm:ss)	Q1-Q3 2019-20 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:34*	01:31*
Turnout Time (Time Mobilised until Time Mobile)	02:25*	02:35*
Travel time (Time Mobile until Appliance Arrival at Scene)	06:16*	06:39*
Travel and Turnout time (Time from Point of Mobilisation until Appliance Arrival at Scene)	08:41*	09:14*
Time of Call to Arrival at Scene	10:15*	10:45*

* It should be noted that these are four independently averaged values, and therefore may not always add up.

To ensure that comparability between Q1-Q3 2018-19 and Q1-Q3 2019-20 results were accurate, the Attendance Standard for Q1-Q3 2018-19 has been re-calculated using a new analytical approach as informed earlier in this Performance Report.

- The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q3 2019-20 was 10 minutes and 45 seconds, an average increase of 30 seconds of delay compared with Q1-Q3 2018-19 (Table 13).
- Call handling time has decreased by an average of 3 seconds from 01:34 to 01:31.
- The travel and turnout time has increased by an average of 33 seconds from Q1-Q3 2018-19 to 2019-20 which can be accounted for by on average, a 10 second increase for turnout time and a 23 second increase in travel time.

When completing an incident report the incident commanders are able to give a reason for not meeting the Attendance Standard*. Out of the 231 incidents that were cited as failing the Attendance Standard, 7 passed the standard upon analysis. However, there were also 4 incidents that were not recorded by OIC's as 'Attendance Standard not met'. The top four reasons for not meeting the attendance standard are listed in Table 14.

Table 14 – Attendance Standard – Primary Building Fires

Reason for not meeting attendance standard	No. of incidents	%
Travel distance to the incident	109	47.19%
Turn in time (Retained and Day crew only)	54	23.37%
Appliance not booked in attendance	17	7.36%
Responding at normal road speed, i.e. AFA's	23	9.96%
Other	28	12.12%
Total	231	100.00%

- a) Travel distance to the incident was the main reason for the first fire appliances not attending Primary Building Fires within 10 minutes with 109 incidents (1 incident passed).
- b) Turn in time was the reason for 54 incidents (all incidents failed standard).
- c) Responding at normal road speed with 23 incidents (1 incident passed).
- d) Appliance not booked in attendance with 17 incidents (5 passed the standard).

7. First On-Call (Retained) Appliance Availability

The Gartan* report was produced on 8th January 2020 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance decreased by 2.50%, when compared with the same period of 2018-19 (Table 15).

From 1st March 2019, Wholtime appliances at Droitwich, Evesham and Malvern were retained at night (18:00-08:00) and therefore a weighted average has been applied to calculate availability of first On-call appliances at these locations. A direct comparison has not been included against the previous year due to the change in crewing.

**Gartan is an online availability management system.*

Table 15 – First fire appliance On-Call (Retained) availability in Q1-Q3 2019-20

Station	County	Q1-Q3 2018-19	Q1-Q3 2019-20	Change %
Bromyard	Herefordshire	95.22%	97.81%	2.59%
Eardisley	Herefordshire	94.65%	93.42%	-1.22%
Ewyas Harold	Herefordshire	97.87%	99.73%	1.86%
Fownhope	Herefordshire	96.29%	89.45%	-6.84%
Hereford	Herefordshire	97.74%	97.34%	-0.40%
Kingsland	Herefordshire	99.28%	98.34%	-0.94%
Kington	Herefordshire	96.28%	97.41%	1.13%
Ledbury	Herefordshire	98.28%	99.38%	1.10%
Leintwardine	Herefordshire	97.84%	96.06%	-1.77%
Leominster	Herefordshire	99.92%	99.77%	-0.16%
Peterchurch	Herefordshire	64.36%	60.94%	-3.42%
Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
Whitchurch	Herefordshire	64.44%	74.44%	10.00%
Bewdley	Worcestershire	63.04%	52.71%	-10.33%
Broadway	Worcestershire	58.03%	31.58%	-26.45%
Bromsgrove	Worcestershire	80.79%	62.18%	-18.61%
Droitwich Spa	Worcestershire	-	63.80%	-
Evesham	Worcestershire	-	87.22%	-
Kidderminster	Worcestershire	64.92%	65.33%	0.40%
Malvern	Worcestershire	-	83.77%	-
Pebworth	Worcestershire	84.86%	77.87%	-6.99%
Pershore	Worcestershire	85.86%	92.34%	6.48%
Redditch	Worcestershire	96.50%	88.80%	-7.69%
Stourport	Worcestershire	69.93%	71.39%	1.46%
Tenbury	Worcestershire	98.97%	97.93%	-1.04%
Upton upon Severn	Worcestershire	90.08%	92.43%	2.35%
Worcester	Worcestershire	76.96%	92.17%	15.21%
Total		86.34%^a	83.84%^a	-2.50%^a

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

- Q1 2019-20 change for the first fire appliance On-Call (Retained) availability was -4.75%^a
- Q1-Q2 2019-20 change for the first fire appliance On-Call (Retained) availability was -3.52^a

8. Absence management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system (Figure 20). The sickness level for all staff in Q3 2019-20 has decreased overall to 2.35 days when compared to 2.50 days lost per head in Q3 in 2018-19. This is above the 5-year average of 2.08 days lost per head. More details can be found in Table 16.

8.1. All staff sickness

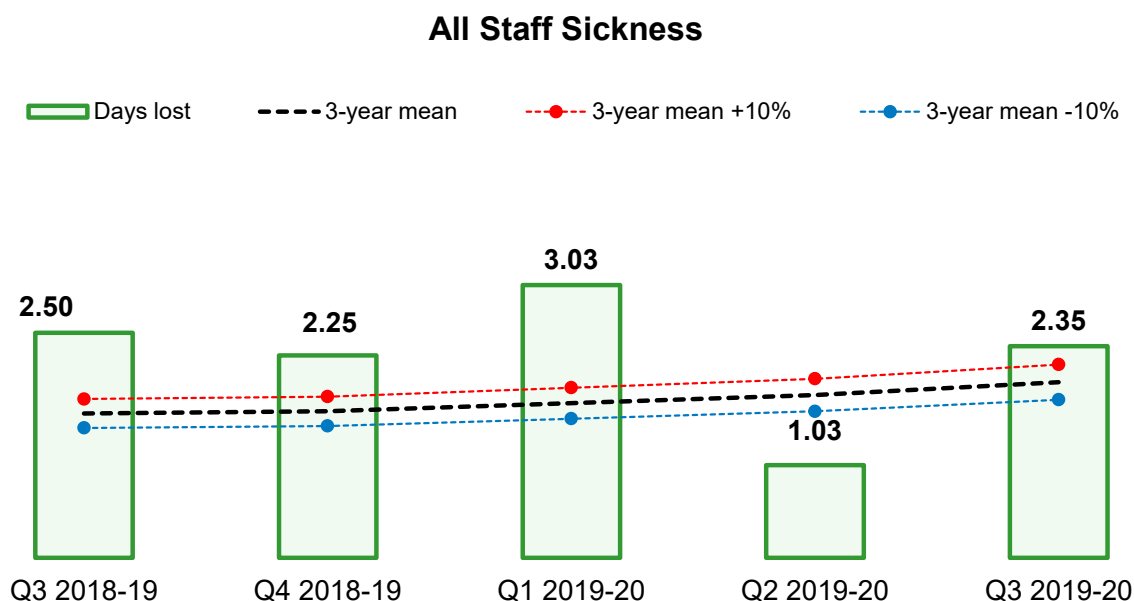


Figure 20 – All Staff Sickness: from Q3 2018-19 to Q3 2019-20

Table 16 – 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	1.10	1.93	3.03
Quarter 2	0.33	0.70	1.03
Quarter 3	0.79	1.56	2.35
Quarter 4			

- Long-term sickness continues to form the greatest proportion of All Staff sickness.
- Figures for other Fire and Rescue Services are generally only available a quarter in arrears. The latest available figures are for Q1-Q2 2019-20, which showed that Hereford & Worcester FRS All Staff Sickness was higher than Shropshire FRS (4.06 average number of days/shifts lost per head compared to Shropshire's 3.80).

Figure 21 shows the 5-year trend line for the All Staff Sickness (the number of days/shifts lost per head) recorded in Q3 between 2015-16 and 2019-20. 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.

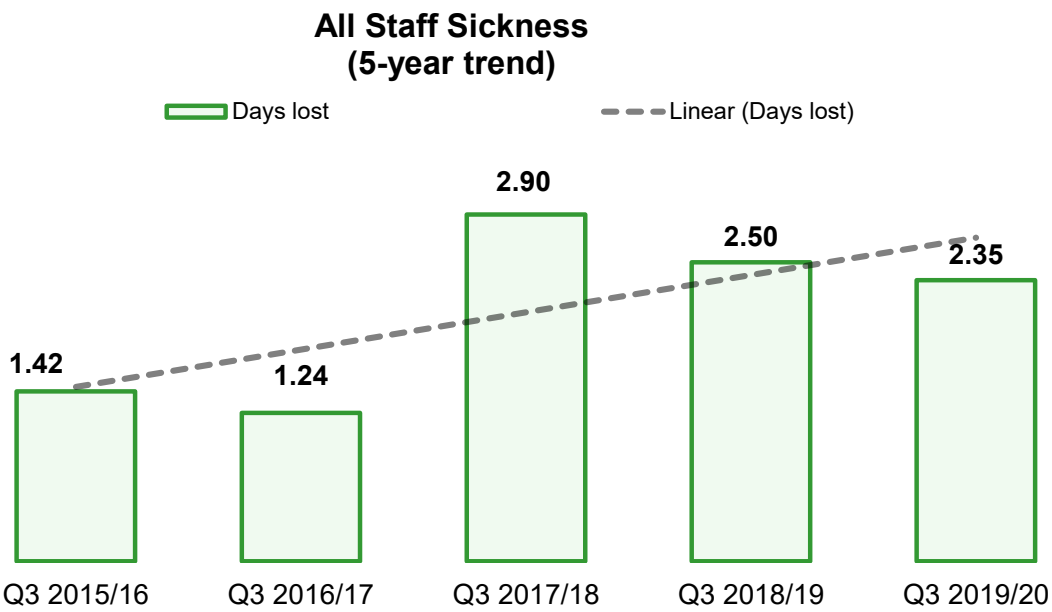


Figure 21 – All Staff Sickness: from Q3 2015-16 to Q3 2019-20

8.2. Wholetime staff sicknesses

Wholetime Staff Sickness in Q3 2019-20 was 2.32 days lost per head (Figure 22, Table 17). During the same period in 2018-19, Wholetime Staff Sickness was at a slightly lower level (2.16 days lost per head).

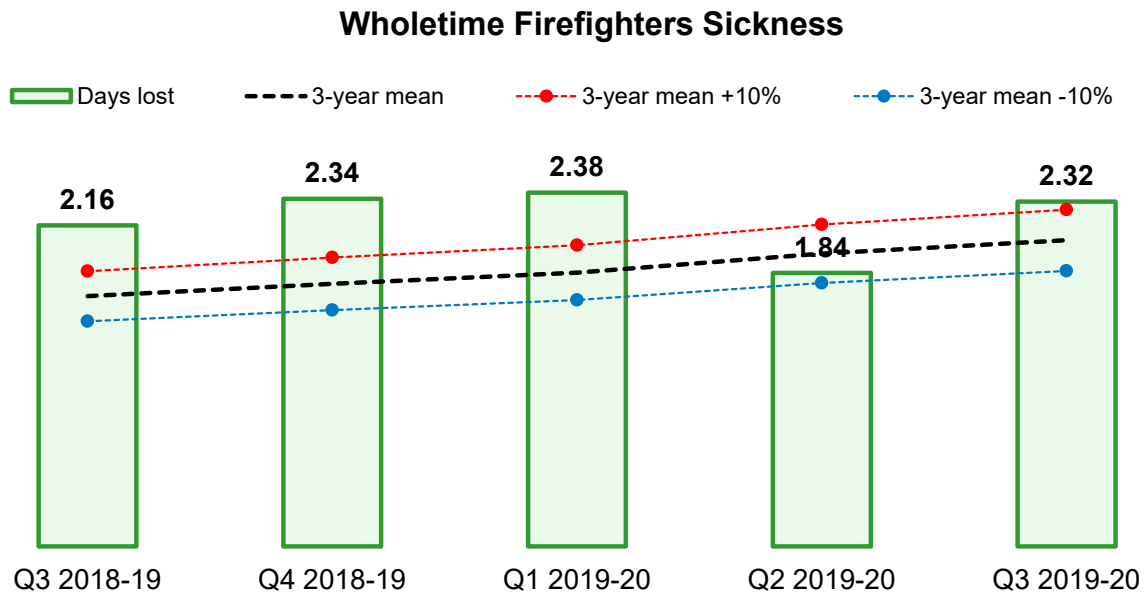


Figure 22 – Wholetime Staff Sickness: from Q3 2018-19 to Q3 2019-20

Table 17 – 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	0.71	1.67	2.38
Quarter 2	0.49	1.35	1.84
Quarter 3	0.66	1.66	2.32
Quarter 4			

- a) By number of days lost the most significant reason for absence in Q3 2019-20 were musculo-skeletal (lower limb) issues.
- b) By occurrence the most frequently recorded reason for absence in Q3 2019-20 were respiratory infections (cold / influenza) and gastro-intestinal issues.

8.3. Non-uniformed staff sickness

Non-Uniformed Staff Sickness in Q3 2019-20 was 2.37 days lost per head (Figure 23, Table 18). During the same period in 2018-19, Non-Uniformed Staff Sickness was at 2.74 days.

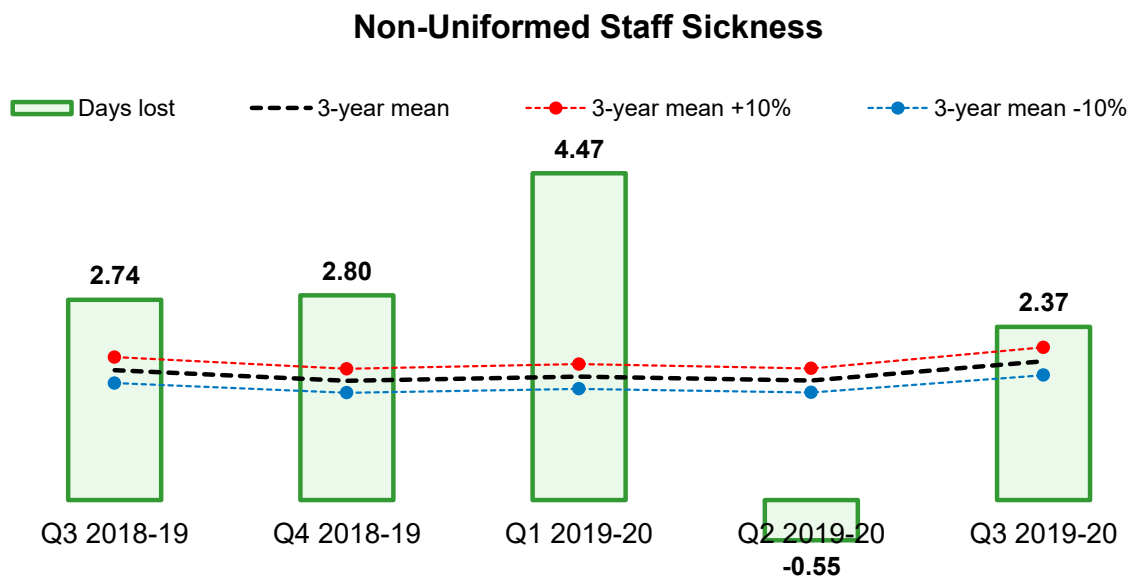


Figure 23 – Non-Uniformed Staff Sickness: from Q3 2018-19 to Q3 2019-20

Table 18 - 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	2.01	2.46	4.47
Quarter 2	-0.22*	-0.33*	-0.55*
Quarter 3	0.94	1.43	2.37
Quarter 4			

* 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.

- Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff.
- By number of days lost the most frequently recorded reason for absence in Q3 2019-20 were musculo-skeletal pain (back), were musculo-skeletal pain (upper limb) and respiratory infections (cold / influenza).
- By occurrence lost the most significant reason for absence in Q3 2019-20 were respiratory infections (cold / influenza), gastro-intestinal issues and ENT (ear, nose, throat) infections.

8.4. Comparative all staff sickness

To illustrate of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council (WCC), whose sickness figures are most readily available (Table 19).

Table 19 – 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	1.67	4.35	6.02
Herefordshire Council	-*	-*	9.04
HWFRS	2.16	4.25	6.41

** Herefordshire Council do not report the Short Term and Long Term sickness figures*

The latest figures for Q1-Q3 2019-20 show that the Service's overall staff sickness levels are higher than the 6.02 at Worcestershire County Council and 4.19 days lost per head at Herefordshire County Council.