

Appendix 1

Fire Authority 2017-18 Performance Report: Quarters 1 – 3

This report reviews the Service's overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and On-Call 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.

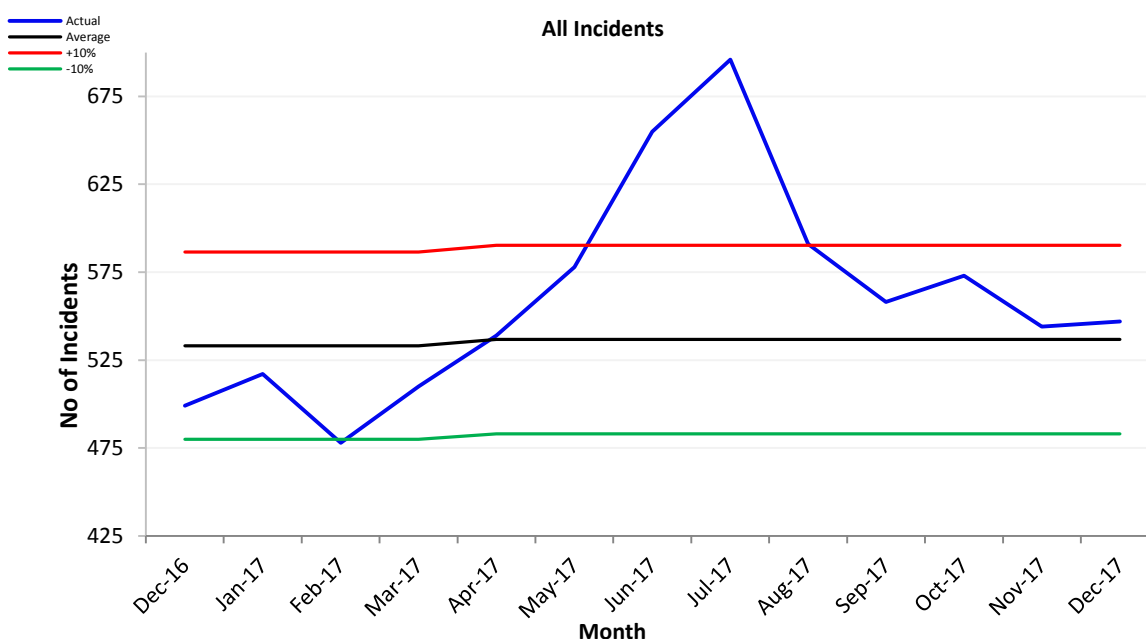
1. Operational Activity

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 – Q3 2017-18 was 5,281, which is an increase of 0.7% (37 incidents) compared with Q1 – Q3 2016-17. The majority of this is accounted for by an increase of 9.1% in Special Service calls (104 incidents). Fire related incidents were also up by 2.3% (34 incidents). False Alarms were down (101 incidents), a fall of 3.9%.

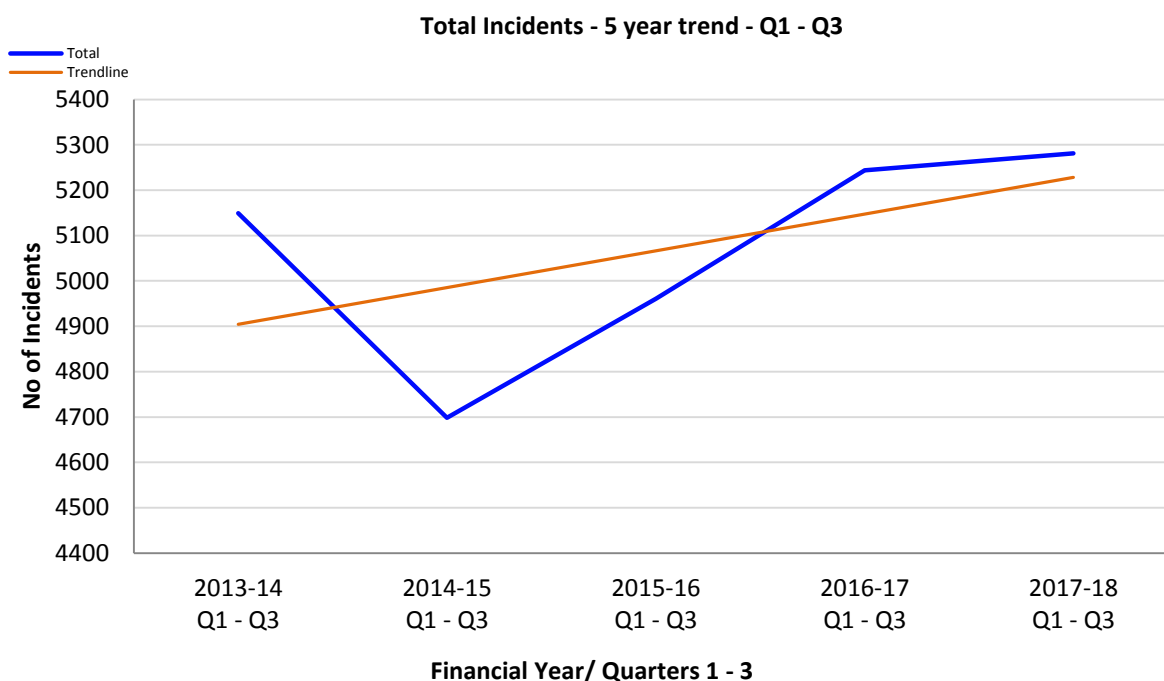


(Figure 1 – Total Incidents per month: Dec 2016 to Dec 2017)

Total Incidents	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
All Fires	1481	1515	2.3
Special Services	1144	1248	9.1
False Alarms	2619	2518	-3.9
Total Incidents	5244	5281	0.7

(Table 1 – Total Incidents: Q1-Q3 2016-17 and Q1-Q3 2017-18)

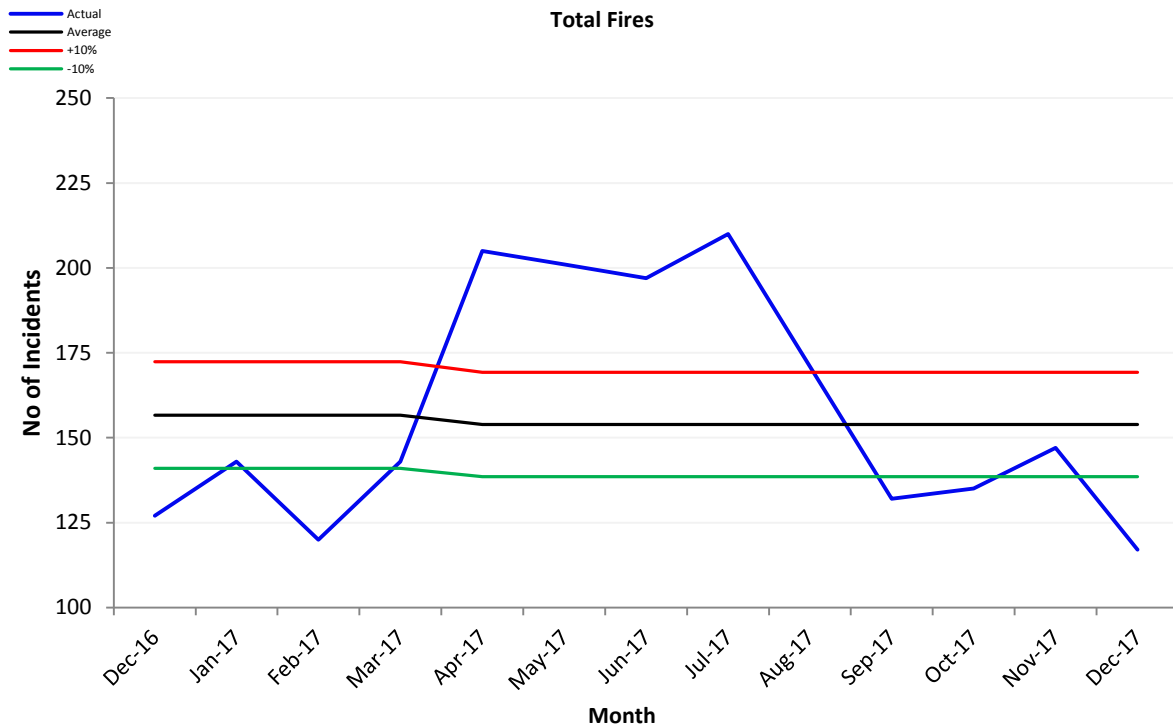
- Total Fire Incidents, which include Primary, Secondary and Chimney Fires, were 2.3% higher (34 incidents) than the same period in 2016-17. This is largely accounted for by the 11.4% increase in Secondary Fires that occurred in Q1 - Q2. In isolation, all Primary, Secondary and Chimney Fires have decreased in Q3 compared to Q3 in 2016-17.
- A nominal increase of 2 incidents (0.3%) for Primary Fires occurred in Q1 - Q3 2017-18 compared to Q1 - Q3 2016-17.
- The number of Special Service incidents has increased by 9.1% (104 incidents) compared with the same period in 2016-17 largely due to increases in RTCs at 14.9% (66 incidents) and Assisting other Agencies up 37.5% (24 incidents).
- The total number of False Alarm incidents decreased by 3.9% (101 incidents) compared with the same period in 2016-17.



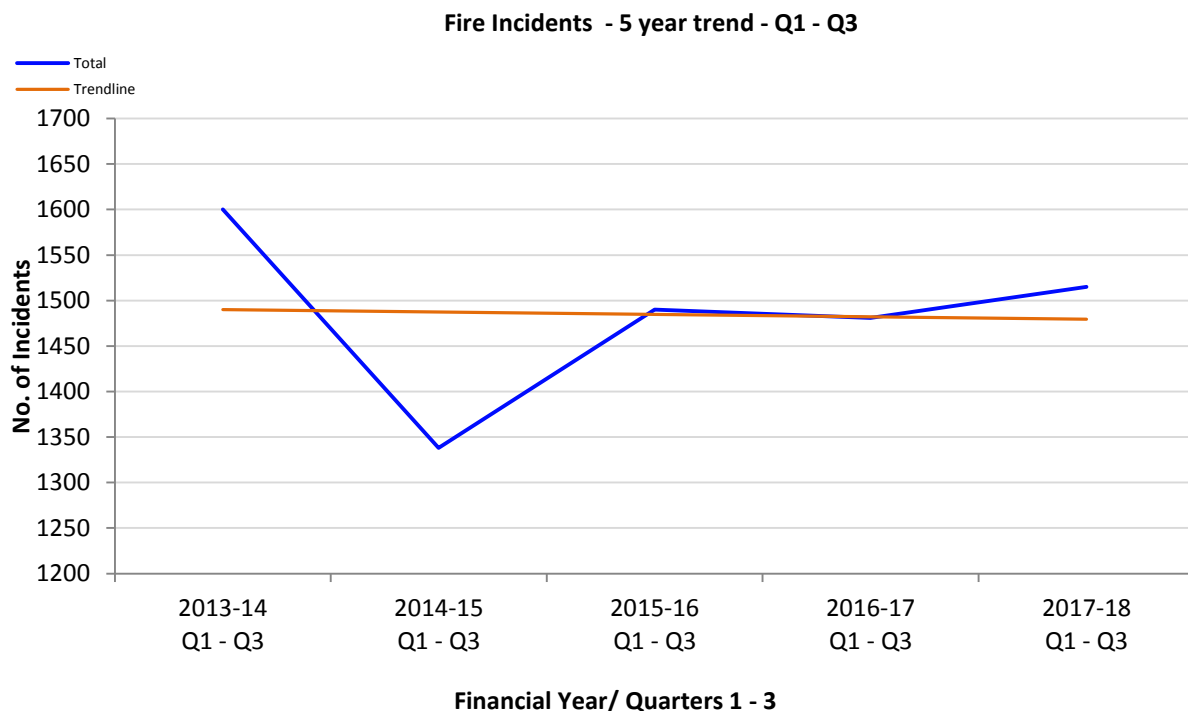
(Figure 2 – All Incidents: Q1-Q3 2013-14 to Q1-Q3 2017-18)

1.2 Total Number of Fires

The number of fires has increased by 2.3% (34 incidents) in Q1 – Q3 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 decreasing during winter. Figure 4 shows the total number of fires in Q1 – Q3 for the last 5 years.



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



(Figure 4 – Fire Incidents: Q1-Q3 2013-14 to Q1-Q3 2017-18)

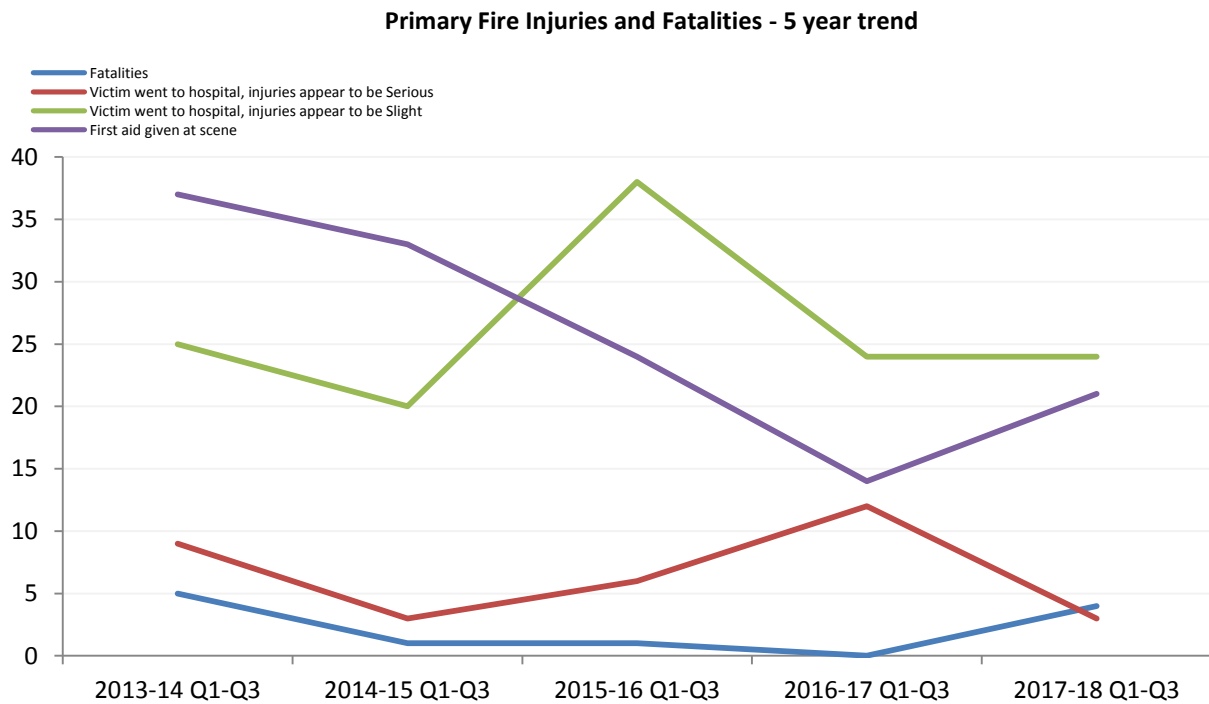
Total Fires	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
Primary Fires	791	793	0.3
Secondary Fires	601	650	8.2
Chimney Fires	89	72	-19.1
Total Fires	1481	1515	2.3

(Table 2 – Total Fires: Q1-Q3 2016-17 and Q1-Q3 2017-18)

- The number of Primary Fire incidents increased by 2 incidents in Q1 – Q3 of 2017-18 compared to the same period in 2016-17, representing an increase of 0.3%.
- The number of Secondary Fires increased by 49 incidents (8.2%) compared with the same period in 2016-17 this is due to a spike in Q1 & Q2.
- The number of Chimney Fires has decreased by 17 incidents (19.1%) compared with the same period in 2016-17.
- During Quarter 1 - 3, Community Risk activity included 3,098 Home Fire Safety Checks (HFSCs), which target vulnerable households, 937 Business Fire Safety Checks (BFSCs) and 1,124 Signposting referrals to other support agencies The full range of Community Risk activity is shown in Appendix 2.
- Fire Safety officers continue to deliver the Houses of Multi-Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcement activity, also shown in Appendix 2.

Primary Fires Casualty: severity	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
Fatalities	0	4	400.0
Victim went to hospital, injuries appear to be Serious	10	3	-70.0
Victim went to hospital, injuries appear to be Slight	13	24	84.6
First aid given at scene	12	21	75.0
Total	35	52	48.6

(Table 3 – Primary Fires Casualties: Q1-Q3 2016-17 and Q1-Q3 2017-18)

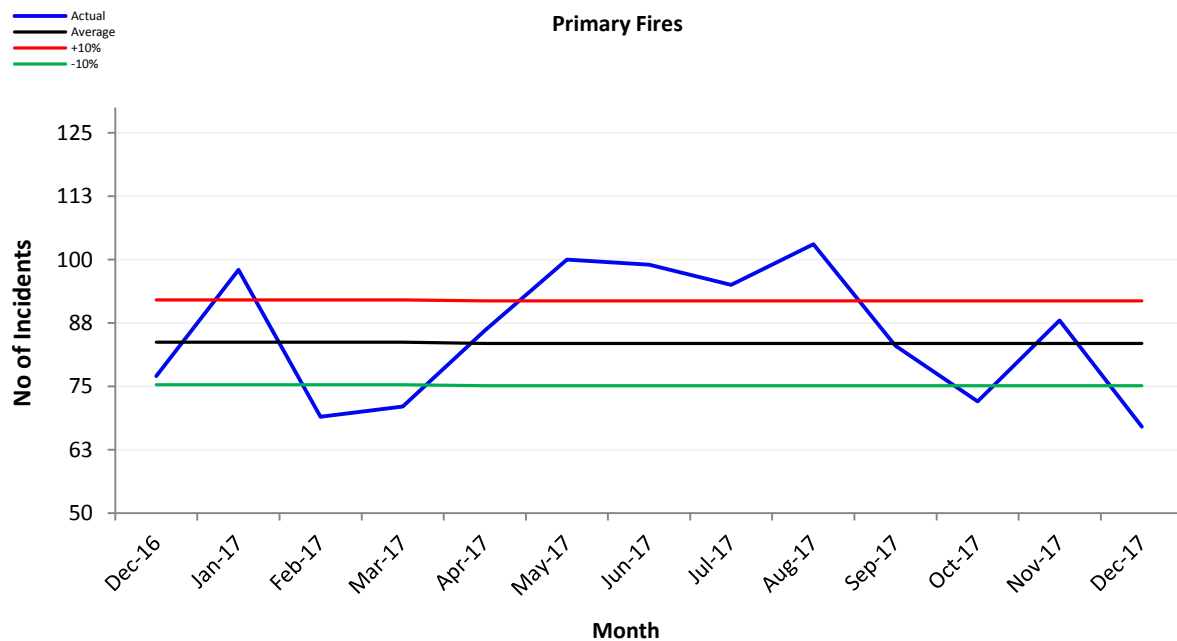


(Figure 5 – Primary Fires: Q1 - Q3 2013-14 and Q1 - Q3 2017-18)

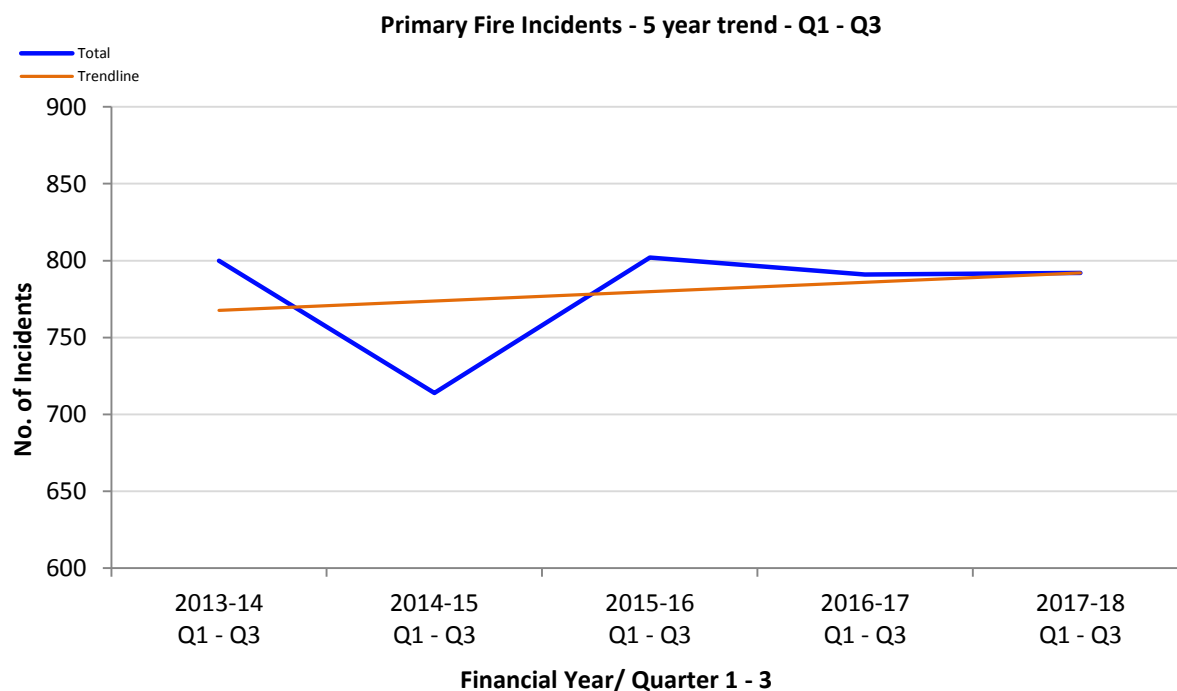
- There were 4 fatalities at Primary Fires during Q1 - Q3 2017-18.
- Casualties who attended hospital with apparent 'serious' injuries decreased from 10 to 3. Serious injuries can be defined as at least an overnight stay in hospital. Injury Types include: burns – severe, head injury, fracture, asphyxiation, chest/abdominal injury, back/neck injury and impalement.
- Casualties who attended hospital with apparent 'slight' injuries and those who were given first aid at the scene increased from 13 to 24 and 12 to 21 respectively resulting in a 48.6% overall increase in casualties that required medical treatment. Slight injuries can be defined as attending hospital as an outpatient (not precautionary check).

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. In Q1 – Q3 of 2017-18, there was an increase of 2 Primary Fires overall compared to the same period of 2016-17. Vehicle and Transport Fires have increased the most at 8.7% (20 incidents) compared with the same period in 2016-17. Building Fires continue to represent the greatest proportion (57.1%) of all Primary Fires.



(Figure 6 – Primary Fires per month: Dec 2016 to Dec 2017)



(Figure 7 – Primary Fires: Q1-Q3 2013-14 and Q1-Q3 2017-18)

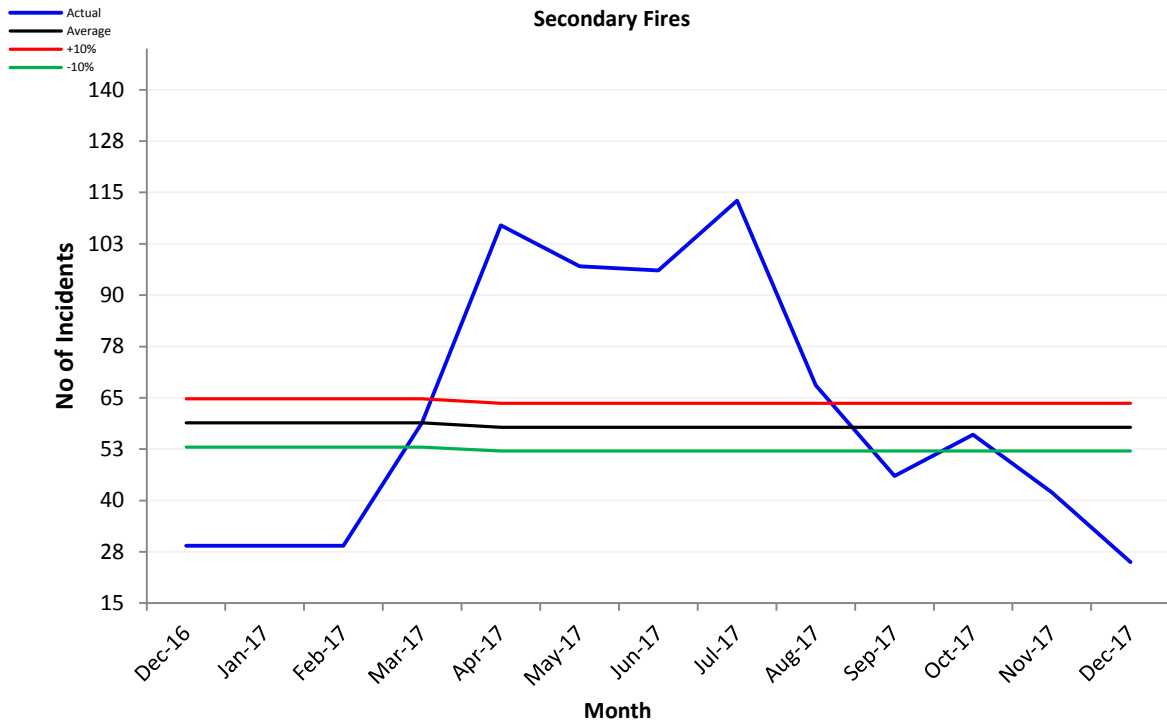
Primary Fires	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
Building Fires	467	453	-3.0
Vehicle & Transport Fires	231	251	8.7
Outdoor Fires	93	89	-4.3
Total	791	793	0.3

(Table 4 – Primary Fires: Q1-Q3 2016-17 and Q1-Q3 2017-18)

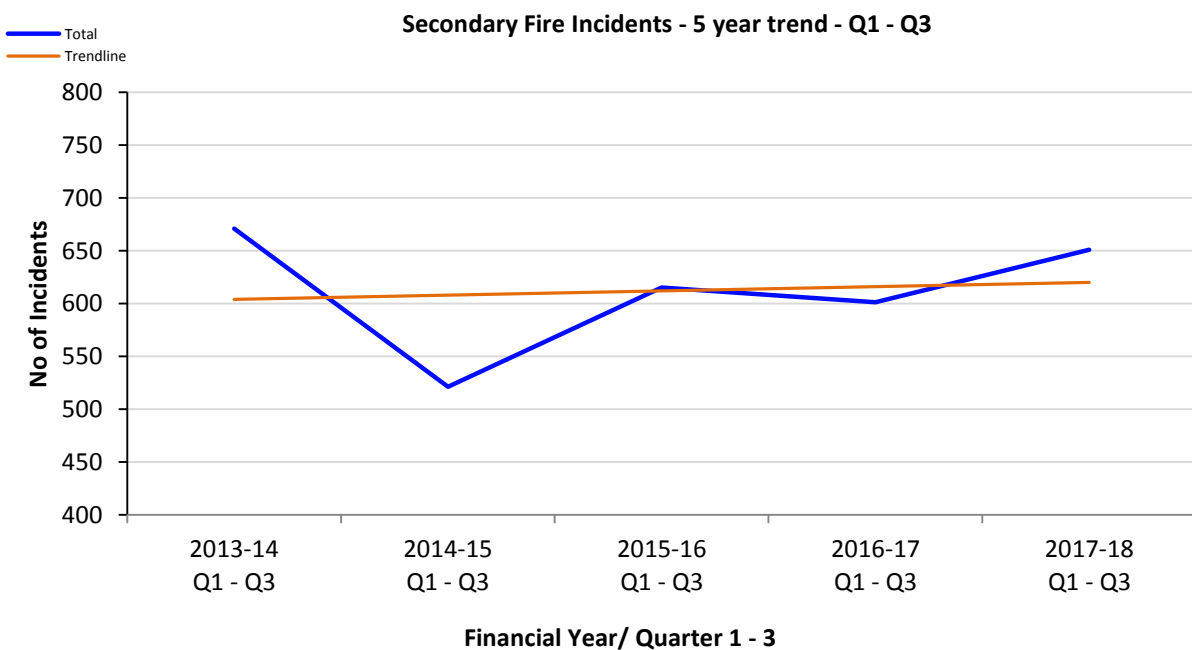
- The number of Building Fires has decreased by 3.0% compared with the same period in 2016-17.
- There have been a total of 21 minor cell fire incidents at HMP Hewell and HMP Long Lartin in Q1 – Q3. Whilst the Fire Service do not have jurisdiction over prisons, Community Risk and local crews continue to work 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 20 incidents (8.7%) compared with the same period in 2016-17. Car Fires continue to account for the greatest proportion (55.0%) in this category with 138 incidents.
- Primary Outdoor Fires totalled 89 incidents in Q1 - Q3 2017-18 compared with 93 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 4 fatalities at Primary Fires during Q1 - Q3 in 2017-18.
- Casualties who attended hospital with apparent 'serious' injuries decreased from 10 to 3; however those who attended hospital with apparent 'slight' injuries increased from 13 to 24.

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 an 8.2% increase (49 incidents) in Secondary Fires in Quarters 1 - 3 2017-18 compared with the same period in 2016-17. This is mostly accounted for by a 23.9% increase in Other Outdoors incidents (including land).



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



(Figure 9 – Secondary Fires: Q1-Q3 2013-14 to Q1-Q3 2017-18)

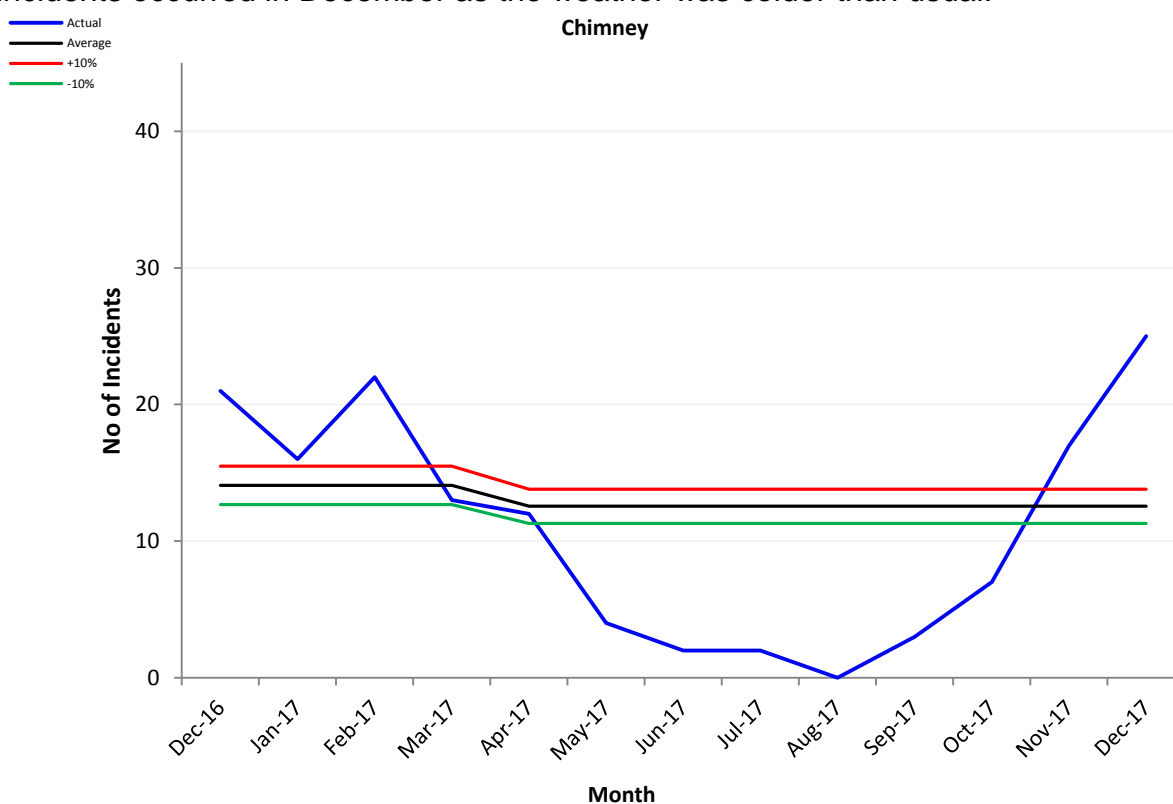
Secondary Fires	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
Grassland, Woodland and Crop	223	227	1.8
Other Outdoors (including land)	180	223	23.9
Outdoor equipment & machinery	13	13	0.0
Outdoor Structures	141	145	2.8
Building & Transport	44	42	-4.5
Total	601	650	8.2

(Table 5 – Secondary Fires: Q1 - Q3 2016-17 and Q1 - Q3 2017-18)

- Grassland, Woodland and Crop Fires represent the greatest proportion (34.9%) of all Secondary Fires.
- The number of Building & Transport fires has decreased by 4.5% in Q1 - Q3.
- Three incidents within this category occurred at a derelict school in Kidderminster. The Service has continued to engage with the property owner, the local authority and West Mercia Police about better security to stop trespassers entering the site.
- Campaigns have included Burns Awareness Week, fireworks and bonfire safety and candle safety month.
- We have supported Student Safety Week and Electrical Safety Week by attending local events to promote fire safety and Home Fire Safety Checks.
- Seasonal advice has also in been offered, in particular with winter weather seasonal advice.

1.5. Chimney Fires

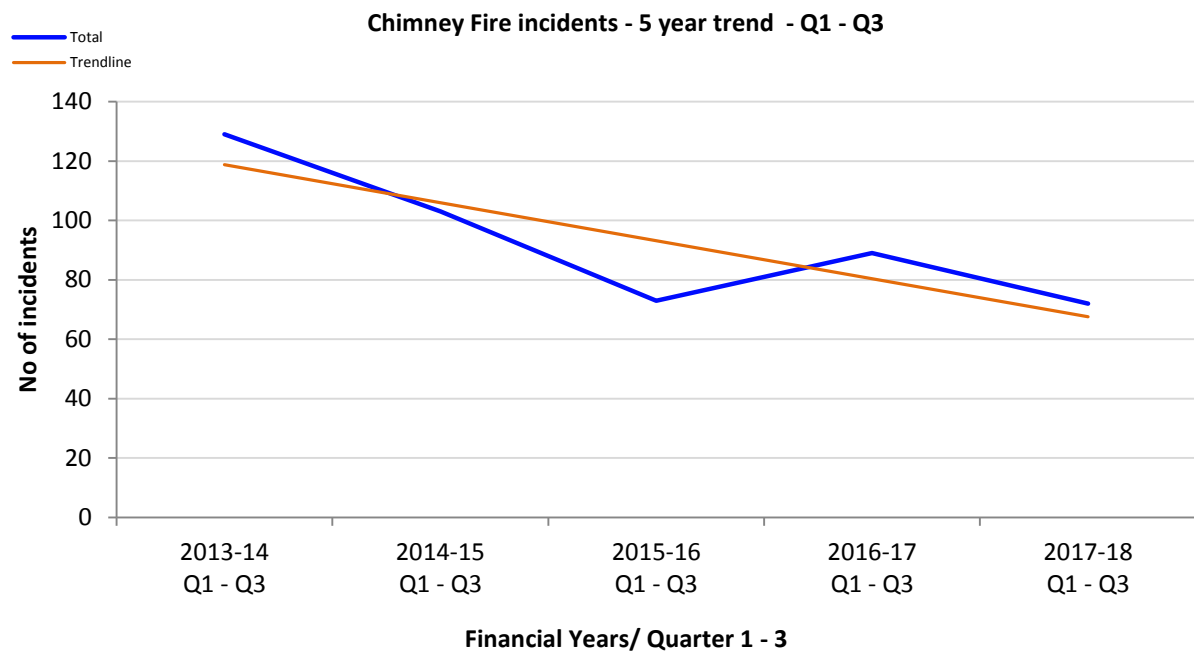
The number of Chimney Fires has decreased by 17 incidents in Quarters 1 - 3 of 2017-18, compared to 89 in the same period of 2016-17. The largest number of incidents occurred in December as the weather was colder than usual.



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

Chimney Fires	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
April	24	12	-50
May	4	4	0
June	0	2	200
July	0	2	200
August	3	0	-300
September	3	3	0
October	17	7	-59
November	17	17	0
December	21	25	19
January			
February			
March			
Total	89	72	-19

(Table 6 – Chimney Fires: Q1-Q3 2016-17 and Q1-Q3 2017-18)



(Figure 11 – Secondary Fires: Q1-Q3 2013-14 to Q1-Q3 2017-18)

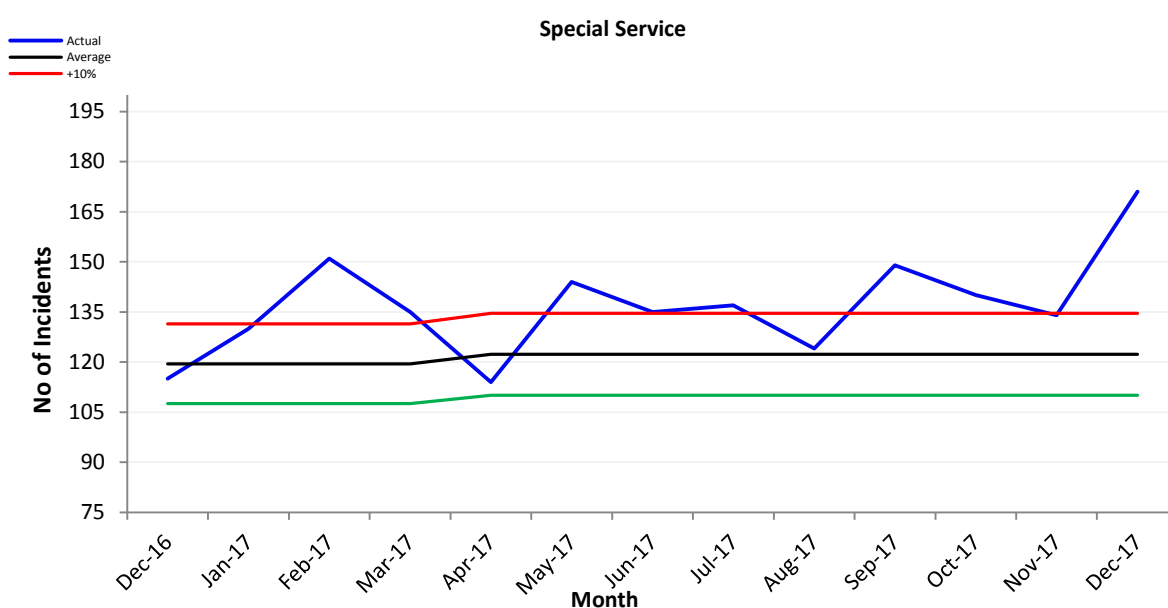
- Over the last 5 years the average number of chimney fires has decreased by 29.4%
- In the colder months the Service's campaigns focussed on chimney safety and winter weather advice for motorists. The wider Christmas safety campaign was also supported by candle and electrical safety initiatives.

2. Operational Activity - Other Non-Fire incidents

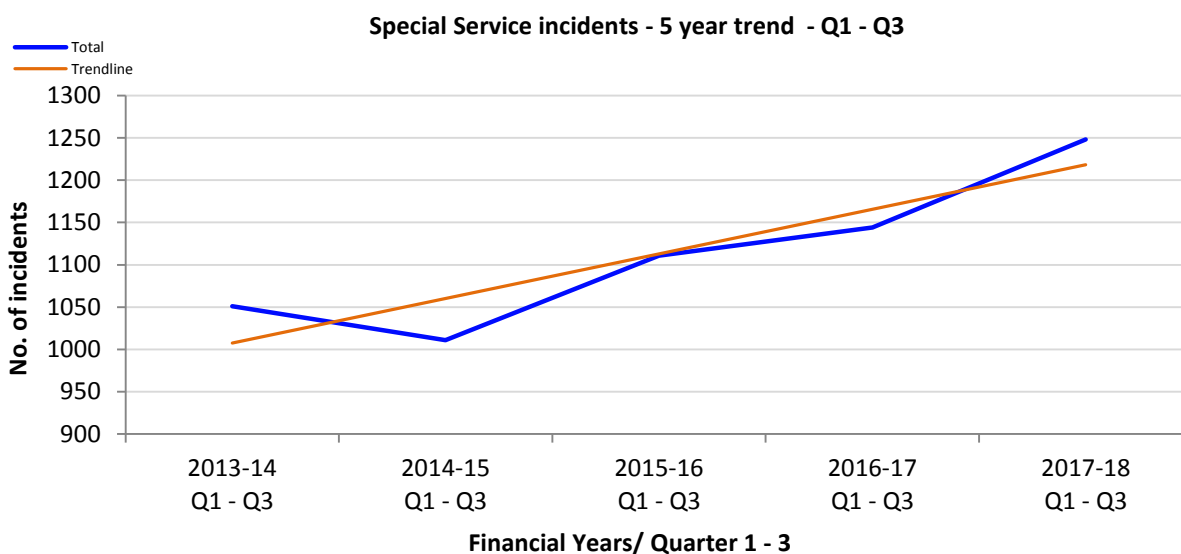
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 9.1% (104 incidents) in Quarters 1 - 3 of 2017-18 compared to the same period in 2016-17. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 40.8% of all Special Service incidents.



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



(Figure 13 – Special Service incidents: Q1-Q3 2013-14 and Q1-Q3 2017-18)

Special Services	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
RTC Incidents	443	509	14.9
Flooding	51	60	17.6
Rescue/Evacuation from Water	30	35	16.7
Animal Assistance	107	100	-6.5
Assist other Agency	64	88	37.5
Lift Release	57	45	-21.1
Other Special Services	392	411	4.8
Total	1144	1248	9.1

(Table 7 – Special Services: Q1-Q3 2016-17 and Q1-Q3 2017-18)

- The number of RTC incidents shows a 14.9% increase (66 incidents) in Quarters 1 - 3 2017-18 compared with the same period in 2016-17.
- There was an increase in the number of Flooding and Rescue/Evacuation from Water incidents in Quarters 1 - 3 of 2017-18 (14 incidents).
- Incidents involving Animal Assistance has decreased by 6.5% (7 incidents).
- Other Special Services incidents increased by 19. These are incidents such as the removal of objects, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies.

2.2. RTC Incidents

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

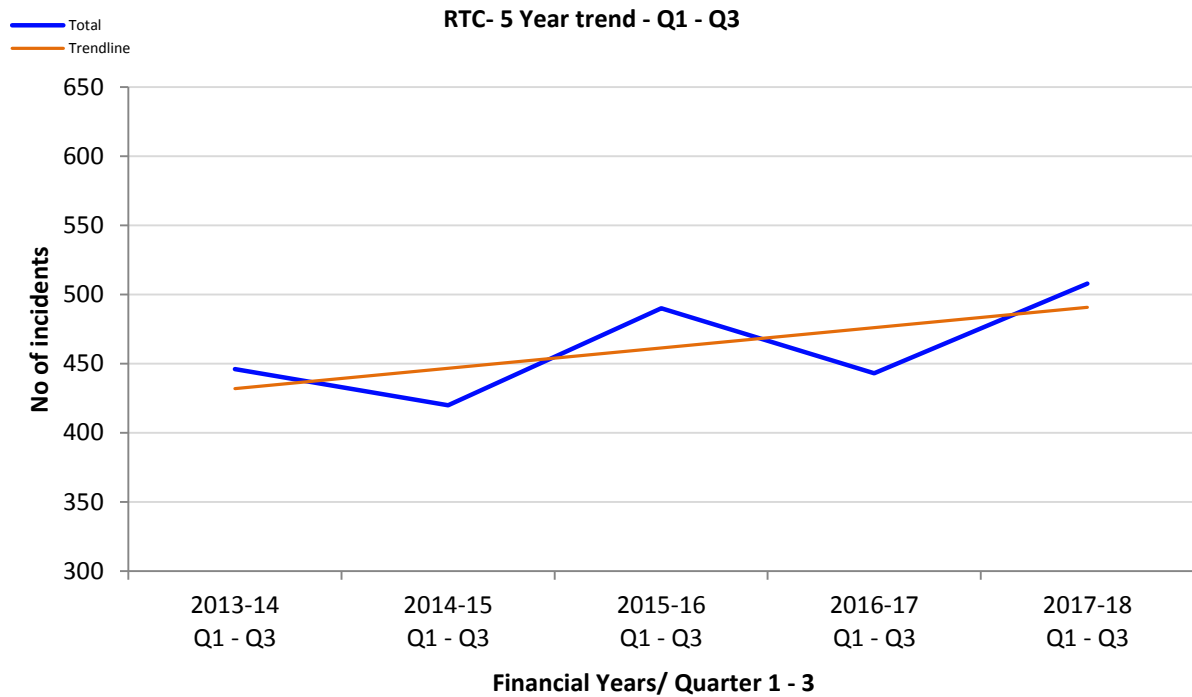
- The number of RTC incidents attended in Q1 - Q3 increased by 14.9% (66 incidents) compared to the same period in 2016-17.
- RTC incidents that required the extrication of persons increased by 9 from 53 to 62 incidents.
- The majority of RTCs involved making vehicles safe (59.5% of all RTC incidents attended).
- Fire and Rescue crews attended 10 fatalities involving RTCs in Quarters 1 - 3, the same number when compared to 2016-17. The number of people seriously injured in RTCs increased from 32 to 53 and the overall number of casualties increased from 270 to 340 (as shown in Table 9 below).

RTC Incidents	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
Extrication of person/s	53	62	17.0
Make scene safe	68	66	-2.9
Make vehicle safe	252	303	20.2
Release of person/s	32	25	-21.9
Wash down road	2	2	0.0
Other	36	51	41.7
Total	443	509	14.9

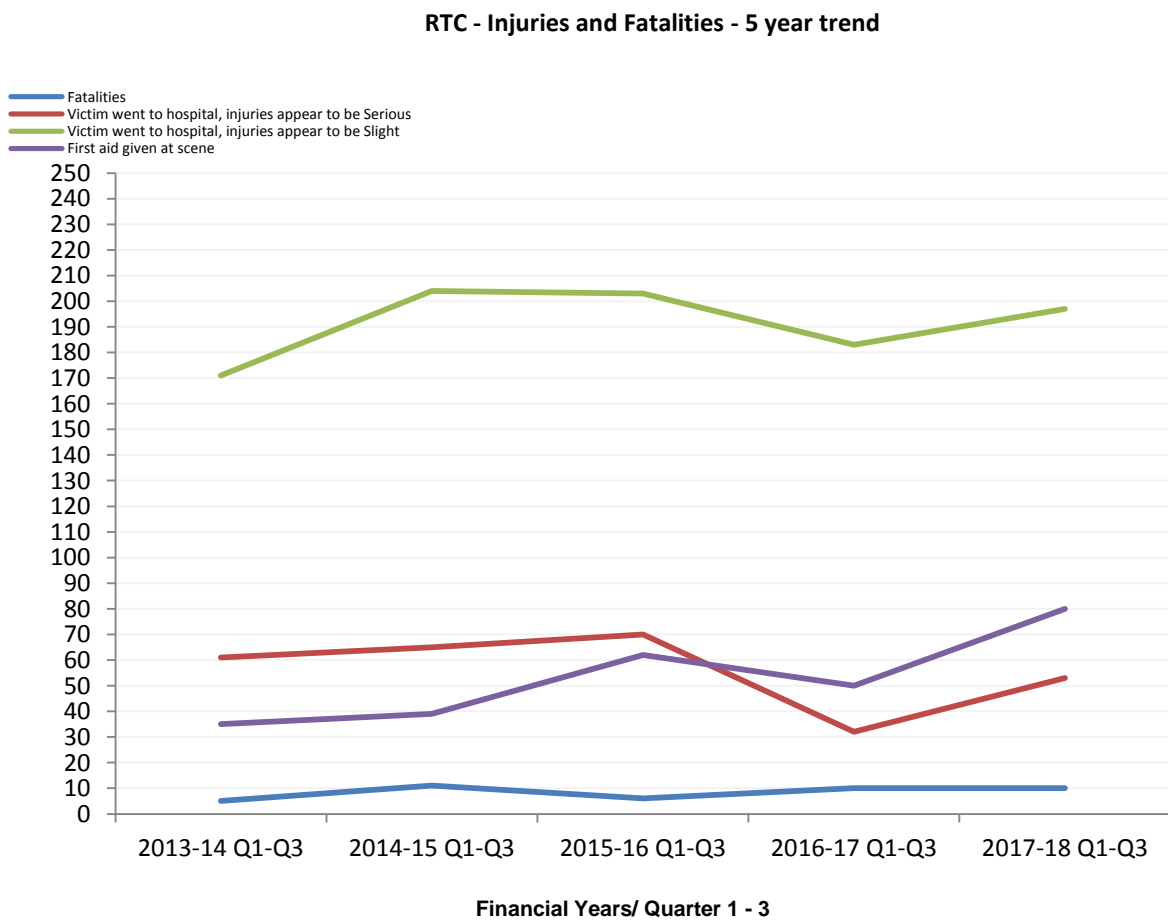
(Table 8 – RTC Incidents: Q1-Q3 2016-17 and Q1-Q3 2017-18)

RTC Casualty severity	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
Fatalities	10	10	0.0
Victim went to hospital, injuries appear to be Serious	32	53	65.6
Victim went to hospital, injuries appear to be Slight	179	197	10.1
First aid given at scene	49	80	63.3
Total	270	340	25.9

(Table 9 – RTC Casualty severity: Q1-Q3 2016-17 and Q1-Q3 2017-18)



(Figure 14 – RTC Incidents per month: Q1-Q3 2013-14 to Q1-Q3 2017-18)



(Figure 15 – RTC Injury and fatalities quarterly data: Q1-Q3 2013-14 to Q1-Q3 2017-18)

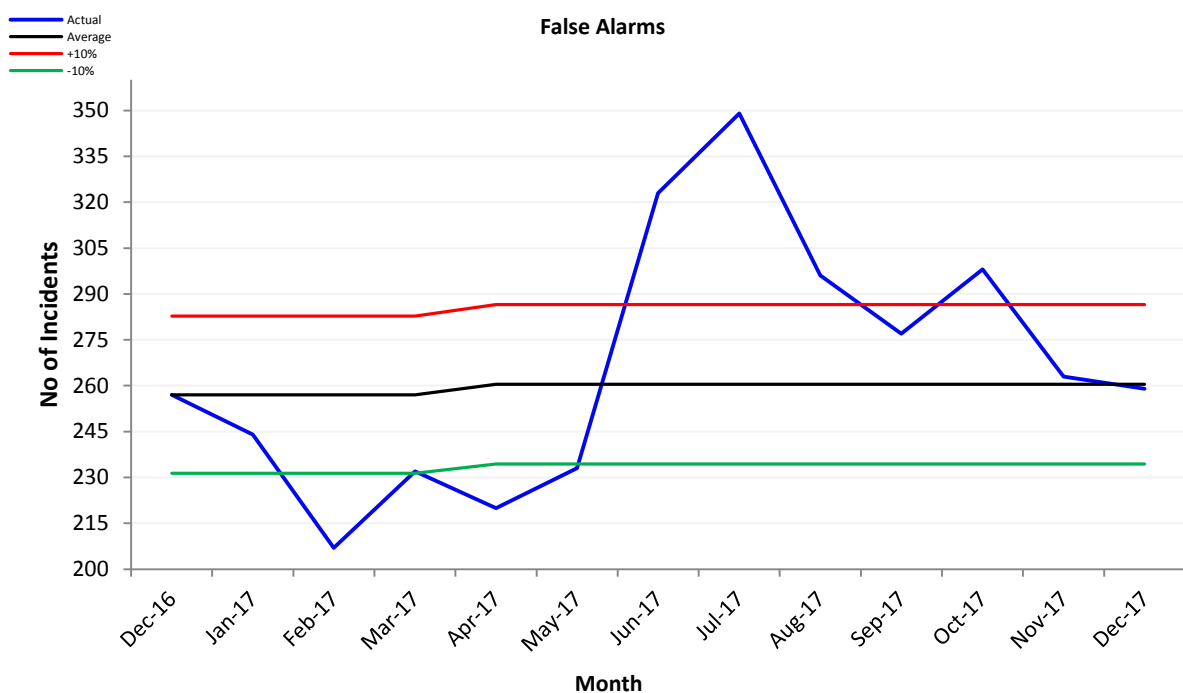
2.3. False Alarm Incidents

The number of False Alarm incidents in Quarters 1 - 3 of 2017-18 shows a decrease of 101 incidents (3.9%) compared to the same period in 2016-17.

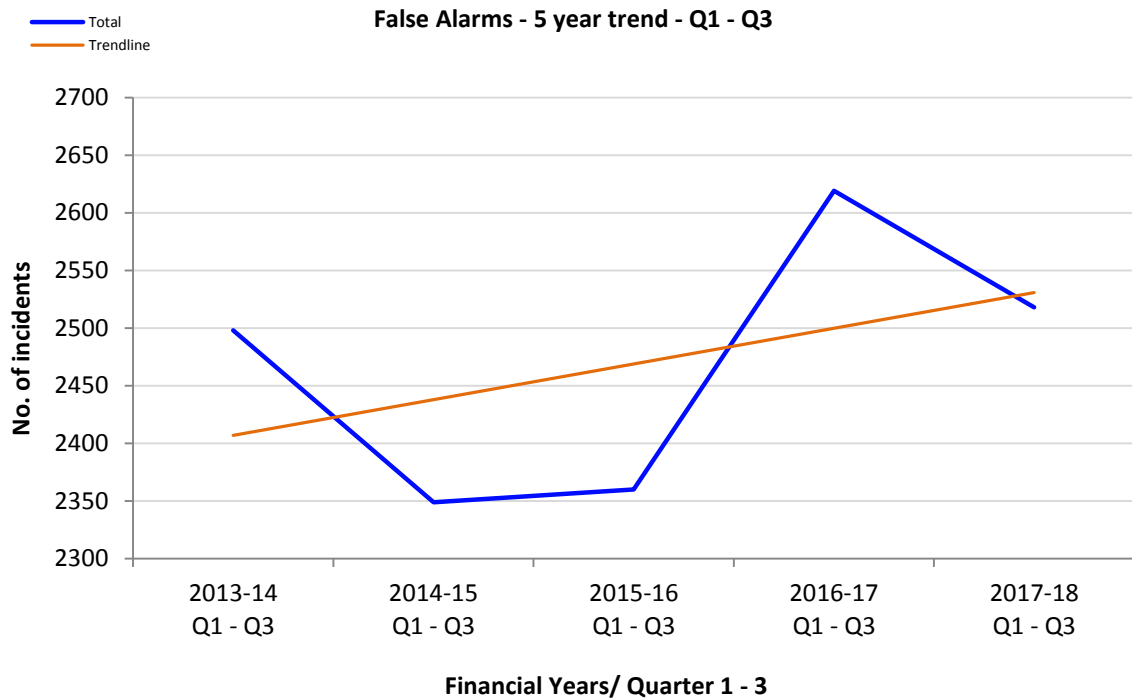
Automatic Fire Alarm incidents decreased by 71 incidents (3.7%) in Q1 - Q3 2017/18, compared to the same period in 2016/17. The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents decreased by 43 incidents (6.7%) in Q1 - Q3 2017/18, compared to the same period in 2016/17. Malicious False Alarms increased from 32 to 45.

In addition, there were a further 237 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 from Fire Control.



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



(Figure 17 – False Alarm incidents: Q1-Q3 2013-14 to Q1-Q3 2017-18)

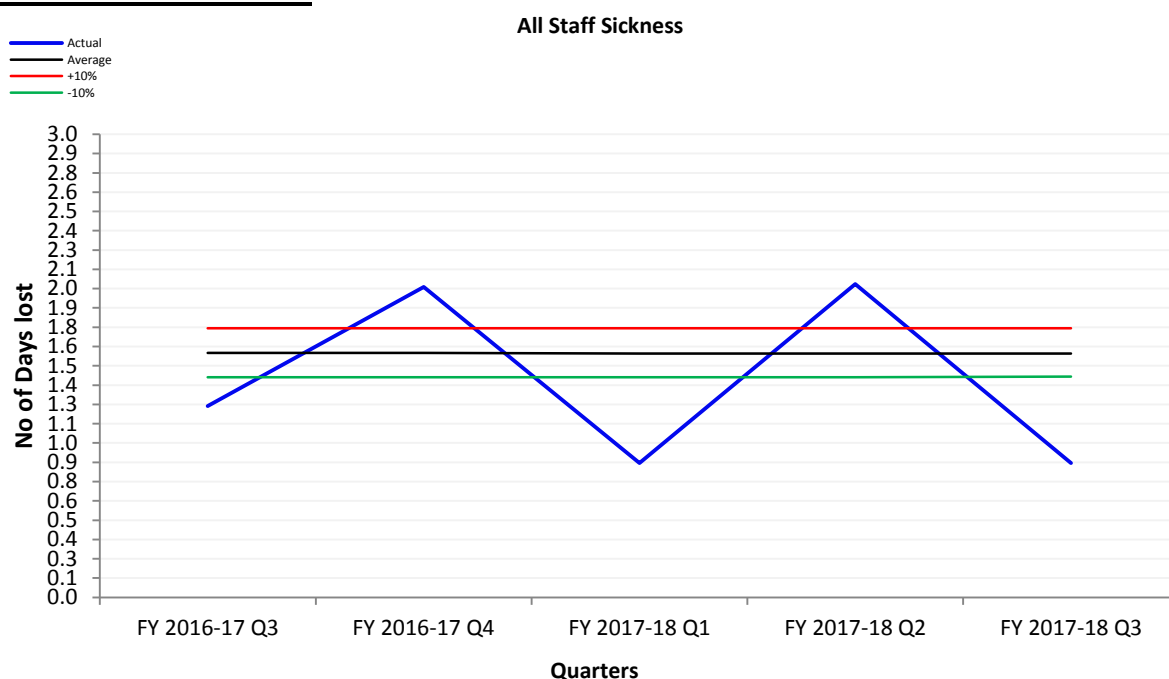
False Alarms	Q1-Q3 2016-17	Q1-Q3 2017-18	% change
Malicious False Alarms	32	45	40.6
False Alarm Good Intent	643	600	-6.7
Fire alarm due to Apparatus	1944	1873	-3.7
Total	2619	2518	-3.9

(Table 10 – False Alarms: Q1-Q3 2016-17 and Q1-Q3 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 - Q3 of 2017-18 has increased to 5.67 days lost per head compared to Q1 - Q3 in 2016-17. This remains above the 5-year average of 4.70 days lost per head. The overall staff sickness level continues to compare favourably with sickness levels of 8.24 for Worcestershire County Council and 8.39 for Herefordshire Council.

3.1. All Staff Sickness

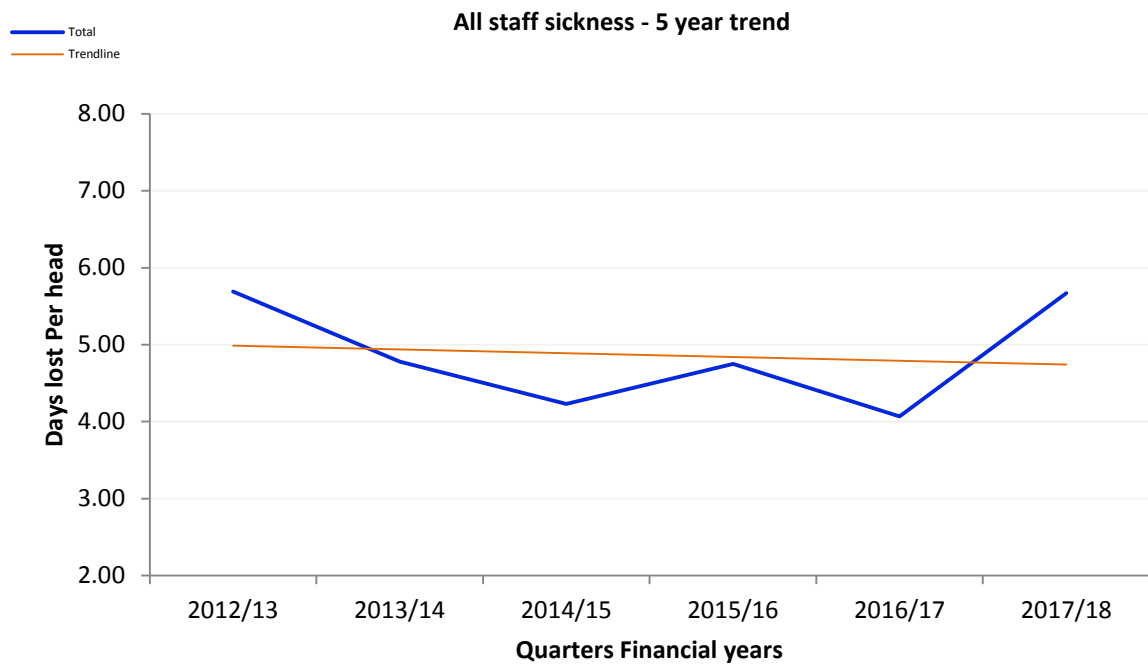


(Figure 18 – All Staff Sickness: Q3 2016-17 to Q1 - Q3 2017-18)

All Staff Sickness	Long Term Sickness per head (days lost)	Short Term Sickness per head (days lost)	All Staff Sickness per head (Days lost)
Quarter 1	0.44	0.30	0.74
Quarter 2	1.22	0.81	2.03
Quarter 3	1.22	1.68	2.90
Quarter 4			
Total	2.88	2.79	5.67

(Table 11 – All Staff Sickness: Q1 - Q3 2017-18)

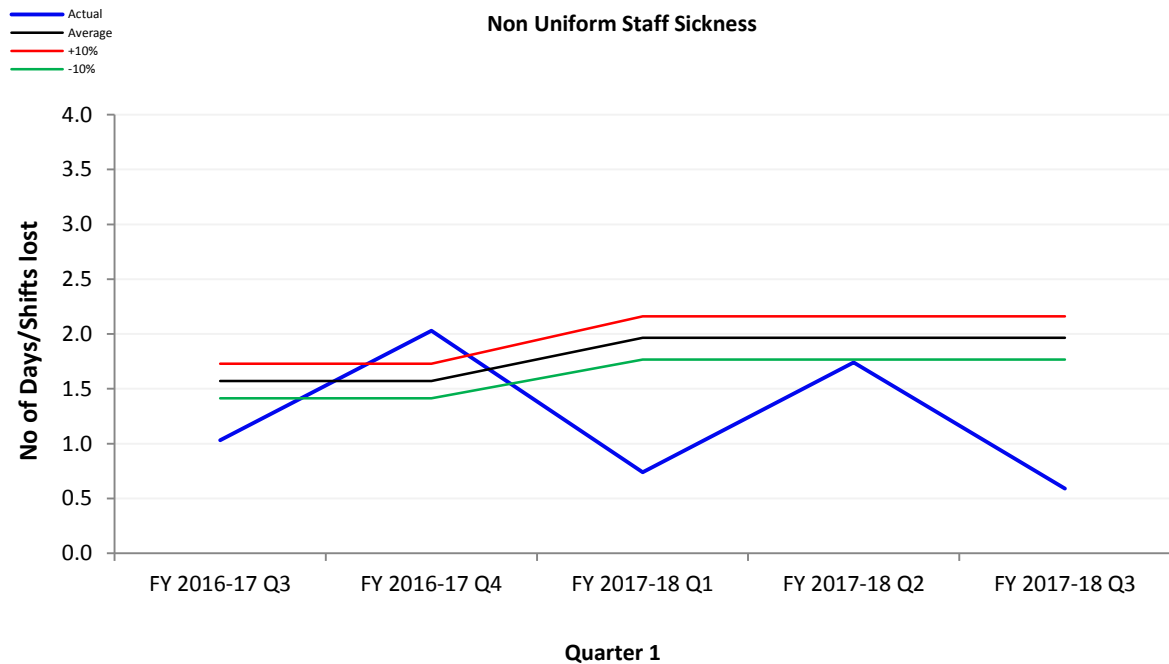
Q1 - Q3 of 2017-18 saw a slight increase in overall sickness compared to the same period in 2016-17 (rising from 4.07 to 5.67 days lost). The total of 5.67 days lost per head remains above the average of 4.70 over the last five years (see Figure 19). Long-term sickness continues to form the greatest proportion representing 50.7% of all sickness.



(Figure 19 – All staff sickness: Q1 – Q3 from 2013-14 to Q1 - Q3 2017-18)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Q1 - Q3 of 2017-18 is below the 5 year average of 5.82.



(Figure 20 – Non-Uniform Staff Sickness: Q3 2016-17 to Q3 2017-18)

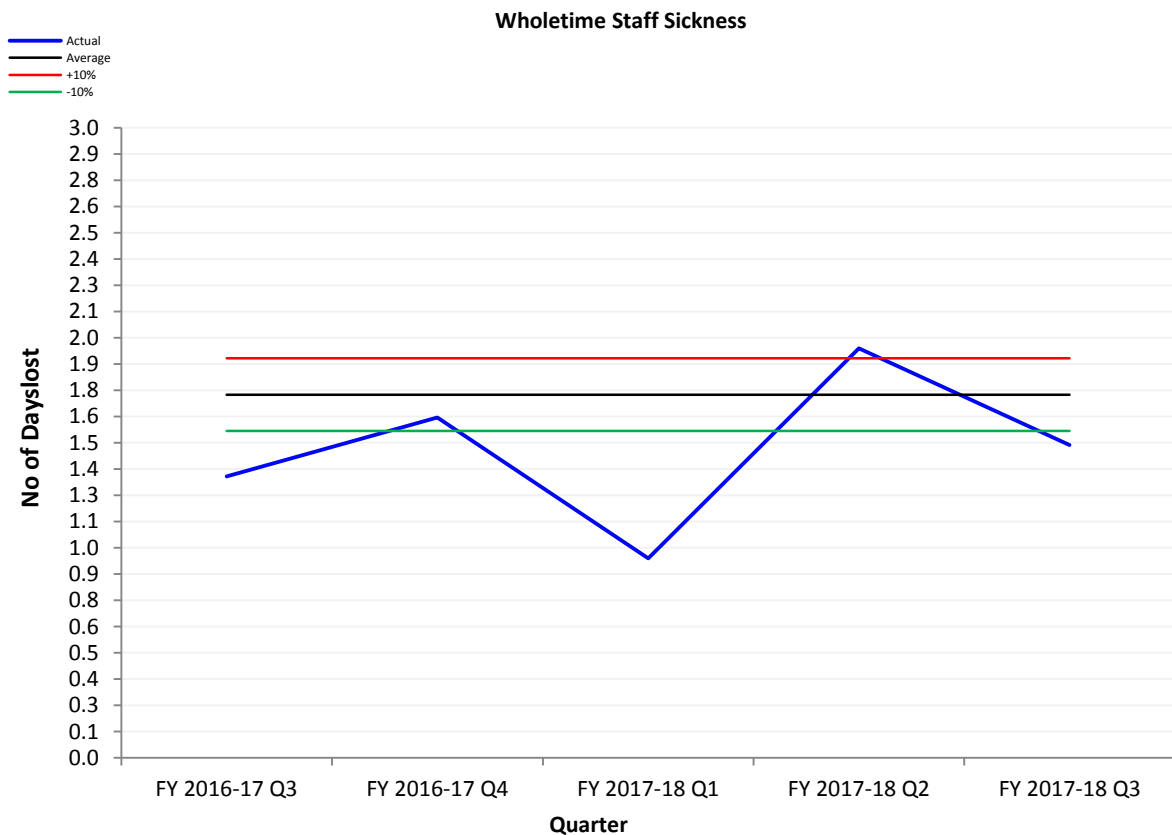
Non-Uniform Staff Sickness	Long Term Sickness per head (days lost)	Short Term Sickness per head (days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	0.44	0.30	0.74
Quarter 2	1.22	0.81	2.03
Quarter 3	0.30	0.29	0.59
Quarter 4			
Total	1.96	1.40	3.36

(Table 12 - Non-Uniform Staff Sickness: Q1 & Q3 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 increased in Q1 – Q3 2017-18 but is inside of the tolerance levels.



(Figure 21– Wholetime Staff Sickness: Q3 2016-17 – Q3 2017-18)

Wholetime Staff Sickness	Long Term Sickness per head (days lost)	Short 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	0.84	0.64	1.49
Quarter 4			
Total	2.58	1.80	4.38

(Table 13 – Wholetime Staff Sickness: Q1 – Q3 2017-18)

- There has been a decrease in both short and long-term sickness for Wholetime personnel compared to Q2.

3.4 Comparative All Staff Sickness

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

Comparative All Staff Sickness	Long Term Sickness per head (days lost)	Short Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Worcestershire County Council	4.93	3.31	8.24
Herefordshire Council	N/A	N/A	8.39
HWFR	2.88	2.79	5.67

(Table 14 – Comparative All Staff Sickness: Q1 & Q3 2017-18)

- The latest figures for Q1 - Q3 of 2017-18 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of short and long term sickness for all staff when compared to Worcestershire County Council.

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Chimney Fires and Special Service being out of tolerance for Q1 - Q3, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside the 10% tolerance level.

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 Quarters 1 - 3 was 60.2% which is a 3.7% improvement compared to the same period in 2016-17.

1st Fire Appliance attendance at Building Fires within 10 minutes	Q1-Q3 2016-17	Q1-Q3 2017-18
Building Fires attended within 10 minutes	281	292
Total number of Building Fires attended	497	485
% attended within 10 minutes	56.5%	60.2%

(Table 15 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1-Q3 2016-17 and Q1-Q3 2017-18)

1st Fire Appliance attendance at Building Fires - average times	Q1-Q3 2016-17 (mm:ss)	Q1-Q3 2017-18 (mm:ss)
Time of Call until Time Appliance Mobilised	01:57	02:01
Mobile Time until Appliance Arrival at Scene	07:55	08:11
Time of Call to Arrival at Scene	09:52	10:12

(Table 16 – 1st Fire Appliance attendance at Building Fires average times: Q1-Q3 2016-17 and Q1-Q3 2017-18)

- While the attendance time for the 485 Building Fires in the period fell outside the standard, the percentage that met the standard has improved 3.7% when compared to 2016 - 2017.
- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance (53.9% of incidents).

Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes		
Travel distance to the incident		103
Turn in time (Retained and Day Crew only)		38
Other: insufficient information received, traffic conditions, simultaneous incidents etc.		3
Total		144

(Table 17 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 - Q3 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 proportionally more incidents outside of towns and cities and changing 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.

5. Retained Availability

The overall availability of the first On-Call Fire Appliance has decreased by 0.7%, when compared with the same period of 2016-17.

Call sign	Station	County Council	Q1 - Q3 Availability 2016-17	Q1 - Q3 Availability 2017-18	% Change
542	Bromyard	Herefordshire	99.6%	98.0%	-1.6%
481	Eardisley	Herefordshire	93.5%	93.3%	-0.2%
472	Ewyas Harold	Herefordshire	98.9%	95.9%	-3.0%
431	Fownhope	Herefordshire	79.3%	92.4%	13.1%
463	Hereford	Herefordshire	97.1%	98.9%	1.8%
511	Kingsland	Herefordshire	98.2%	99.3%	1.1%
492	Kington	Herefordshire	98.4%	96.0%	-2.4%
422	Ledbury	Herefordshire	97.9%	97.0%	-0.9%
502	Leintwardine	Herefordshire	96.4%	98.5%	2.1%
522	Leominster	Herefordshire	99.9%	99.5%	-0.4%
552	Peterchurch	Herefordshire	95.2%	87.6%	-7.6%
442	Ross-on-Wye	Herefordshire	100.0%	100.0%	0.0%
452	Whitchurch	Herefordshire	85.4%	79.4%	-6.0%
231	Bewdley	Worcestershire	76.9%	71.3%	-5.6%
302	Broadway	Worcestershire	85.9%	86.0%	0.2%
251	Bromsgrove	Worcestershire	90.4%	83.3%	-7.2%
261	Droitwich	Worcestershire	69.4%	64.2%	-5.2%
281	Evesham	Worcestershire	89.9%	89.3%	-0.6%
241	Kidderminster	Worcestershire	80.3%	47.9%	-32.4%
411	Malvern	Worcestershire	96.8%	87.2%	-9.6%
291	Pebworth	Worcestershire	79.5%	87.5%	8.0%
311	Pershore	Worcestershire	91.7%	93.5%	1.8%
271	Redditch	Worcestershire	97.2%	98.5%	1.3%
221	Stourport	Worcestershire	72.0%	83.7%	11.7%
532	Tenbury	Worcestershire	96.0%	98.7%	2.6%
322	Upton upon Severn	Worcestershire	94.0%	93.0%	-1.1%
213	Worcester	Worcestershire	97.5%	95.8%	-1.7%
Total Hours Available			91.0%	90.3%	-0.7%

(Table 18 – 1st Appliance Retained Availability: Q1-Q3 2016-17 and Q1-Q3 2017-18)

5.1 No. of incidents per station ground

Number of incidents recorded in each station ground area (Quarters 1- 3).

Station Ground	County Council	False Alarm	Fire	Special Service	Total
Bromyard	Herefordshire	23	26	25	74
Eardisley	Herefordshire	3	14	10	27
Ewyas Harold	Herefordshire	13	18	4	35
Fownhope	Herefordshire	9	10	10	29
Hereford	Herefordshire	348	113	133	594
Kingsland	Herefordshire	10	17	7	34
Kington	Herefordshire	8	5	6	19
Ledbury	Herefordshire	43	19	27	89
Leintwardine	Herefordshire	2	5	6	13
Leominster	Herefordshire	64	33	21	118
Peterchurch	Herefordshire	10	11	5	26
Ross-on-Wye	Herefordshire	57	33	36	126
Whitchurch	Herefordshire	8	18	16	42
Bewdley	Worcestershire	31	50	20	101
Broadway	Worcestershire	28	9	4	41
Bromsgrove	Worcestershire	251	112	113	476
Droitwich	Worcestershire	105	68	70	243
Evesham	Worcestershire	145	89	64	298
Kidderminster	Worcestershire	218	180	131	529
Malvern	Worcestershire	174	61	64	299
Pebworth	Worcestershire	9	17	9	35
Pershore	Worcestershire	66	30	26	122
Redditch	Worcestershire	313	196	142	651
Stourport	Worcestershire	93	82	52	227
Tenbury	Worcestershire	15	13	11	39
Upton	Worcestershire	32	29	29	90
Worcester	Worcestershire	440	257	207	904
Total		2518	1515	1248	5281

(Table 19 – Incidents per station ground: Q1-Q3 2017-18)