



# **HEREFORD & WORCESTER Fire Authority**

**Audit and Standards Committee**

## **AGENDA**

**Tuesday, 15 October 2019**

**10:30**

**Council Chamber**

**County Hall, Spetchley Road, Worcester, WR5 2NP**



## **Fire Alarm**

- The fire alarm is tested every Tuesday at 13:45. Should the alarm sound at any other time you will need to leave the building via the nearest safe exit.)
- You will need to follow Officers to Assembly Point E (Northside) which is located outside the building.

## **Toilets**

- There are male and female toilets with baby change facilities in reception and a disabled toilet within the Register Office at the entrance adjacent to reception.

## **Parking**

- If you have parked in the visitor car park please collect a token from Reception upon leaving.
- Once the token has been inserted please wait for the traffic light to change to green before driving off. The barrier will lower only when the light is green.

## **Smoking Policy**

- Smoking is not permitted anywhere within the building. There is a smoking shelter located by the cascades which are situated between the upper and lower lakes.

## **OPTIONAL INFORMATION**

### **Cafe**

- There is a cafe located on the ground floor, a short distance from Reception which you are welcome to use. It sells a range of hot and cold foodstuffs as well as having a coffee bar.
- The Lakeview Cafe is open for business 08:00 to 15:00 Monday to Friday. The area is available for informal meetings unless specifically booked for an event although we ask that you only do so outside the busy lunchtime period when diners are given priority use.

### **Shop**

- There is a shop adjacent to the cafe and stocks a range of sandwiches, snacks, sweets and newspapers.
- The shop's opening hours are 08:00 to 14:00 Monday to Friday
- There is a snack/cold drink vending machine immediately outside the shop for use during and outside of the shop's hours of business. There is also a KLIX hot drinks machine.

### **Grounds/Site traffic**

- Please note that County Hall and its grounds are public therefore there may be any number of people walking around the site including those walking their dogs or travelling to the nearby schools.
- Due to this we have a site wide 10 mph speed limit

### **Public Transport**

- There are two bus stops within the grounds of County Hall, one adjacent to each of the site entrances. Both have timetables and as a guide there are generally four buses per hour into the city centre.

**ACCESS TO INFORMATION – YOUR RIGHTS.** The press and public have the right to attend Local Authority meetings and to see certain documents. You have:

- the right to attend all Authority and Committee meetings unless the business to be transacted would disclose “confidential information” or “exempt information”;
- the right to film, record or report electronically on any meeting to which the public are admitted provided you do not do so in a manner that is disruptive to the meeting. **If you are present at a meeting of the Authority you will be deemed to have consented to being filmed or recorded by anyone exercising their rights under this paragraph;**
- the right to inspect agenda and public reports at least five days before the date of the meeting (available on our website: <http://www.hwfire.org.uk>);
- the right to inspect minutes of the Authority and Committees for up to six years following the meeting (available on our website: <http://www.hwfire.org.uk>); and
- the right to inspect background papers on which reports are based for a period of up to four years from the date of the meeting.

A reasonable number of copies of agenda and reports relating to items to be considered in public will be available at meetings of the Authority and Committees. If you have any queries regarding this agenda or any of the decisions taken or wish to exercise any of these rights of access to information please contact Committee & Members’ Services on 01905 368209 or by email at [committeeservices@hwfire.org.uk](mailto:committeeservices@hwfire.org.uk).

**WELCOME AND GUIDE TO TODAY’S MEETING.** These notes are written to assist you to follow the meeting. Decisions at the meeting will be taken by the **Councillors** who are democratically elected representatives and they will be advised by **Officers** who are paid professionals. The Fire and Rescue Authority comprises 25 Councillors and appoints committees to undertake various functions on behalf of the Authority. There are 19 Worcestershire County Councillors on the Authority and 6 Herefordshire Council Councillors.

**Agenda Papers** - Attached is the Agenda which is a summary of the issues to be discussed and the related reports by Officers.

**Chairman** - The Chairman, who is responsible for the proper conduct of the meeting, sits at the head of the table.

**Officers** - Accompanying the Chairman is the Chief Fire Officer and other Officers of the Fire and Rescue Authority who will advise on legal and procedural matters and record the proceedings. These include the Clerk and the Treasurer to the Authority.

**The Business** - The Chairman will conduct the business of the meeting. The items listed on the agenda will be discussed.

**Decisions** - At the end of the discussion on each item the Chairman will put any amendments or motions to the meeting and then ask the Councillors to vote. The Officers do not have a vote.



# Hereford & Worcester Fire Authority

## Audit and Standards Committee

Tuesday, 15 October 2019, 10:30

---

### Agenda

Councillors

Mr M Hart (Chairman), Mr A Amos (Vice Chairman), Ms P Agar, Mr S Bowen, Mrs E Eyre BEM, Mr I D Hardiman, Mr Al Hardman, Mrs K Hey, Mr R J Morris, Dr K Pollock, Mr L Stark, Mrs D Toynbee

No.	Item	Pages
1	<b>Apologies for Absence</b>  To receive any apologies for absence.	
3	<b>Declarations of Interest (if any)</b>  This item allows the Chairman to invite any Councillor to declare an interest in any of the items on this Agenda.	
2	<b>Named Substitutes</b>  To receive details of any Member of the Authority nominated to attend the meeting in place of a Member of the Committee.	
4	<b>Confirmation of Minutes</b>  To confirm the minutes of the meeting held on 30 July 2019.	1 - 6
5	<b>Annual Audit Letter 2018/19</b>  To present the Annual Audit Letter 2018/19 from External Auditors, Grant Thornton UK LLP.	7 - 21

<b>6</b>	<b>Internal Audit Progress Report 2019/20</b>	<b>22 - 29</b>
	To provide the Committee with a progress update on the delivery and progress to date on 2019/20.	
<b>7</b>	<b>Annual Statement of Assurance 2019-20</b>	<b>30 - 51</b>
	To consider and approve the draft Statement of Assurance 2019-20 for publication.	
<b>8</b>	<b>Employment Monitoring Report 01 April 2018 – 31 March 2019</b>	<b>52 - 95</b>
	This report summarises progress against the Public Sector Equality Duty, prior to the publication of the Employment Monitoring Report 2018-19 on the Service website.	
<b>9</b>	<b>Health &amp; Safety Committee Update</b>	<b>96 - 111</b>
	The purpose of this report is to provide the Audit and Standards Committee with an update on the activities and items of significance from the Service's Health and Safety Committee.	



Hereford & Worcester Fire Authority

Audit and Standards Committee

Tuesday, 30 July 2019, 14:00

**Chairman: Cllr M Hart**

**Vice-Chairman: Cllr A Amos**

## **Minutes**

**Members Present:** Ms P Agar, Mr A Amos, Mrs E Eyre BEM, Mr I D Hardiman, Mr Al Hardman, Mr M Hart, Mr R J Morris, Dr K Pollock, Mr L Stark

### **135 Apologies for Absence**

Apologies were received from Mrs K Hey and Mrs D Toynbee.

### **136 Named Substitutes**

There were no named substitutes.

### **137 Declarations of Interest (if any)**

There were no interests declared.

### **138 Confirmation of Minutes**

**RESOLVED that the minutes of the meeting of the Audit and Standards Committee held on 24 April 2019 be confirmed as a correct record and signed by the Chairman.**

### **139 Statement of Accounts 2018/19**

The Treasurer presented the Statement of Accounts to Members for approval.

Members were made aware of two issues that had arisen since the date the draft Accounts had been issued and which required amendment

to the Statements before approval:

- the audit had identified one special capital invoice for over £0.5m (managed through Place Partnership Ltd) which was received a couple of days after the cut-off date. Given the significant size of the invoice it had been decided to adjust the Statements accordingly.
- On 27 May the Supreme Court refused the government permission to appeal the Court of Appeal ruling in relation to the discriminatory nature of the transition arrangements for the 2015 Firefighters Pension scheme. As a consequence this matter was now being referred back to the Employment Tribunal for remedy, however an additional £15m had been adjusted in the Accounts for this potential impact.

Members also noted that the final contribution of £0.4m from Wychavon District Council for the new Evesham Fire Station was still outstanding and the Treasurer and Head of Legal Services were in detailed negotiations with Wychavon District Council.

Following consideration of the External Audit Findings Report (below) it was **RESOLVED that the Statement of Accounts 2018/19 be approved.**

#### **140 External Audit Findings Report 2018/19**

The External Auditor presented Members with the External Audit Findings Report 2018/19 which set out any issues that the Committee needed to consider before approving the Accounts.

The External Auditor also presented the Letter of Representation for approval by the Committee which would then formally conclude the Audit.

**RESOLVED that:**

- i) the External Audit Findings Report 2018/19 including an unqualified opinion on the 2018/19 accounts be noted; and**
- ii) the Letter of Representation be approved on behalf of the Authority.**

#### **141 External Audit Fee 2019/20**

The External Auditor updated Members on the fee for the Audit of the 2019/20 Accounts which will largely be undertaken in 2020/21.

Members were informed that the Authority's scale fee for 2019/20



remained at the same level as 2018/19 (£25,311) and that the fees would be reviewed and updated as necessary as the audit work progressed.

**RESOLVED that the Committee note the External Audit Fee 2019/20 from Grant Thornton UK LLP.**

**142 Internal Audit Annual Report 2018/19**

The Head of Internal Audit Shared Service presented a report detailing the achievement of the Internal Audit objectives as set out in the Internal Audit Plan 2018/19. The audit opinion and commentary on the overall adequacy and effectiveness of the internal control environment concluded that arrangements for 2018/19 had managed the principle risks effectively and could be relied upon to meet corporate objectives.

With regard to Risk Management, Members were reminded that the Service had robust and embedded risk management processes in place with regular updates brought before the Committee.

**RESOLVED that the Committee note the Internal Audit Charter and that the audit plan delivered in 2018/19 has provided an assurance level of “full” for three core financial areas and that no limited or below assurance areas have been reported.**

**143 Internal Audit Progress Report 2018/19 and 2019/20**

The Head of Internal Audit Shared Service presented Members with a progress update on the residual 2018/19 audit plan delivery and progress to date on 2019/20.

Members were assured that any recommendations that had been made were being addressed through robust management action plans and in a timely manner.

With regard to controls being strengthened, Members were advised that these were low level house keeping issues and management had put a plan in place to address them. It was suggested by a Member that examples be provided in next year's report.

**RESOLVED that the report be noted.**

**144 Internal Audit External Assessment**

The Head of Internal Audit Shared Service presented Members with an update to the implementation progress made against the Internal Audit

External Assessment that took place during the 2017/18 financial year.

Members were advised that actions had been taken by the Worcestershire Internal Audit Shared Service and all points had now been satisfactorily actioned.

**RESOLVED that the report be noted.**

**145 National Fraud Initiative 2018/19**

The Treasurer provided assurance to Members that the Authority's approach to the National Fraud Initiative (NFI) 2018/19 had been thorough and that no fraud had been detected.

Members were advised that this was the second report on National Fraud Initiative 2018/19 due to not all matches being completed in April.

The Treasurer was pleased to announce that the NFI outputs had now been fully and comprehensively examined and no fraud had been identified.

**RESOLVED that the Committee note that all NFI matches had been reviewed and that no fraud had been detected.**

**146 Strategic Risk Register Review**

The Head of Operational Support presented Members with the annual update on the Strategic Risk Register.

Members were informed that new processes and framework had been embedded in the management of the Strategic Risk Register and in the departmental level Risk Registers. Members were reassured that there was continual monitoring and reviewing taking place at quarterly Senior Management Board performance meetings and Middle Management Board meetings to ensure risks were being used to drive business.

*[Councillor Morris left the room at 14:57 and returned at 14:58].*

There was a query from a Member regarding the lack of any mention of climate change as a potential risk to the organisation. Officers confirmed this would be reviewed following the update of the National Risk Register later this year. They were also advised that following a Senior Management Board meeting earlier that day the risk of industrial action had been raised to medium due to the current threat of strike action.

**RESOLVED that the contents of the report be noted.**

**147      Organisational Development and Challenge Group Update and  
People Strategy 2017 – 2020 - Progress Update**

The Head of Human Resources and Development presented Members with an update on the Organisational Development and Challenge Group, including People Strategy progress in relation to equality and diversity.

Members were advised that the purpose of the Organisational Development and Challenge Group (ODCG) was to act as a critical friend in challenging plans and processes in order to improve equality, diversity, consistency, transparency and outcomes.

Members were pleased to note that the Service continues to make good progress in embedding its equality, diversity and inclusion agenda and will continue to provide updates to the Committee.

**RESOLVED that the following areas of progress be noted:**

**i) The Organisational Development Working Group now incorporates a critical friend role with regards to cultural change and has been re-named the Organisational Development and Challenge Group (ODCG);**

**ii) Following the appointment of the Head of HR and Development, year three People Strategy actions to be undertaken by the HR&D team have been mapped into a People Delivery Plan;**

**iii) The People Delivery Plan also encompasses actions in relation to the HMICFRS feedback; and**

**iv) The People Strategy 2020 – 2023 will be drafted during the Autumn of 2019.**

**Health and Safety Committee Update**

The Head of Operational Support updated Members on the activities and items of significance from the Service's Health and Safety Committee.

Members were informed that although there had been a slight increase in accidents, injuries and damage reported in comparison to Quarter 4, 2017-18 and the previous quarter, this was not seen as significant.

There was concern by Members that 25% from the staff survey results felt negative about Health and Safety and were assured that Managers would

explore why this was.

**RESOLVED** that the following issues, in particular, be noted:

**i) Health and Safety performance information recorded during January to March 2019 (Quarter 4);**

**ii) The involvement of the Service in a number of Health and Safety initiatives.**

The Meeting ended at: 15:30

Signed:.....

Date:.....

Chairman

## **Report of the Treasurer**

### **Annual Audit Letter 2018/19**

#### **Purpose of report**

1. To present the Annual Audit Letter 2018/19 from External Auditors, Grant Thornton UK LLP.

---

#### **Recommendation**

***The Treasurer recommends that the Annual Audit Letter 2018/19 from External Auditors, Grant Thornton UK LLP be noted.***

#### **Introduction and Background**

2. Under the Local Audit and Accountability Act 2014 the Auditors key responsibilities are to :
  - give an opinion on the Authority's financial statements;
  - assess the Authority's arrangements for securing economy, efficiency and effectiveness in its use of resources (the value for money conclusion).
3. The Auditors undertake a risk assessment to identify any significant risks which need to be addressed before the value for money conclusion is reached. The Auditors assess the Authority's financial resilience as part of their work on the value for money conclusion.
4. The Annual Audit Letter summarises the findings from the 2017/18 audit.

#### **Audit Opinion**

6. An unqualified opinion on the Authority's 2018/19 financial statements was issued on 31 July 2019. The financial statements were considered to give a true and fair view of the Authority's financial position and that the financial statements presented for audit were basically sound.
7. No significant issues were found with the primary statements in our 2018/19 audit. However, a significant late Post-Balance Sheet event required a material adjustment to those statements and this was undertaken without creating any further issues.
8. The Engagement Lead issued an unqualified Value for Money Conclusion on 31 July 2019 as work did not identify any matters which indicated that the Authority

did not have proper arrangements in place for securing economy, efficiency and effectiveness.

9. The Engagement Lead was satisfied on the basis of his work that in all significant respects Hereford & Worcester Fire and Rescue Authority has put in place proper arrangements to secure value for money in its use of resources for the year ending 31 March 2019.

## Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	None
<b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	None
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	None
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	None
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	N/A

## Supporting Information

Appendix 1 – Annual Audit Letter 2018-19 from Grant Thornton UK LLP

## Contact Officer

Martin Reohorn, Treasurer  
(01905 368205)  
Email: [mreohorn@hwfire.org.uk](mailto:mreohorn@hwfire.org.uk)

# The Annual Audit Letter for Hereford & Worcester Fire Authority

---

Year ended 31 March 2019

August 2019



# Contents



**Your key Grant Thornton  
team members are:**

Phil Jones  
Director

T: 0121 232 5232  
E: phil.w.jones@uk.gt.com

Neil Preece  
Manager

T: 0121 232 5292  
E:neil.a.preece@uk.gt.com

Allison Thomas  
Audit Executive

T:0121 232 5278  
E: : Allison.A.Thomas@uk.gt.com

Section	Page
1. Executive Summary	3
2. Audit of the Financial Statements	5
3. Value for Money conclusion	10
<b>Appendices</b>	
A Reports issued and fees	12



# Executive Summary

## Purpose

Our Annual Audit Letter (Letter) summarises the key findings arising from the work that we have carried out at Hereford & Worcester Fire Authority (the Authority) for the year ended 31 March 2019.

This Letter is intended to provide a commentary on the results of our work to the Authority and external stakeholders, and to highlight issues that we wish to draw to the attention of the public. In preparing this Letter, we have followed the National Audit Office (NAO)'s Code of Audit Practice and Auditor Guidance Note (AGN) 07 – 'Auditor Reporting'. We reported the detailed findings from our audit work to the Authority's Audit & Standards Committee as those charged with governance in our Audit Findings Report on 30 July.

## Our work

Materiality	We determined materiality to be £0.63m (PY £0.63m) for the Authority, which equated to 1.9% of your forecast gross expenditure for the year.
Financial Statements opinion	We gave an unqualified opinion on the Authority's financial statements on 31 July 2019.
Whole of Government Accounts (WGA)	We completed work on the Authority's consolidation return following guidance issued by the NAO. As the Authority is below the threshold, no work was required.
Use of statutory powers	We did not identify any matters which required us to exercise our additional statutory powers.

## Respective responsibilities

We have carried out our audit in accordance with the NAO's Code of Audit Practice, which reflects the requirements of the Local Audit and Accountability Act 2014 (the Act). Our key responsibilities are to:

- give an opinion on the Authority's financial statements (section two)
- assess the Authority's arrangements for securing economy, efficiency and effectiveness in its use of resources (the value for money conclusion) (section three).

In our audit of the Authority's financial statements, we comply with International Standards on Auditing (UK) (ISAs) and other guidance issued by the NAO.

# Executive Summary

Value for Money arrangements	We were satisfied that the Authority put in place proper arrangements to ensure economy, efficiency and effectiveness in its use of resources. We reflected this in our audit report to the Authority on 31 July 2019.
Certificate	We certified that we have completed the audit of the financial statements of Hereford & Worcester Fire Authority in accordance with the requirements of the Code of Audit Practice on 31 July 2019.
Governance	We note that the Authority appeal to the Royal Court of Justice for a Judicial Review over the decision to transfer Governance to the Police and Crime Commissioner was heard on 5 and 6 June, but was rejected. We understand that the Authority is considering a further appeal.

## Working with the Authority

An efficient audit – we delivered the accounts audit before the deadline of 31 July. Our audit team are knowledgeable and experienced in your financial accounts and systems. Our relationship with your team provides you with a financial statements audit that continues to finish ahead of schedule releasing your finance team for other important work.

Understanding your operational health – through the value for money conclusion we provided you with assurance on your Medium Term Financial Plan. We highlighted the challenges presented by recent rulings on crewing arrangements and changes to the firefighters’ pension fund.

Providing training – we provided your finance team with training on financial accounts.

We would like to record our appreciation for the assistance and co-operation provided to us during our audit by the Authority's staff.

**Grant Thornton UK LLP**  
**August 2019**

# Audit of the Financial Statements

## Our audit approach

### Materiality

In our audit of the Authority's financial statements, we use the concept of materiality to determine the nature, timing and extent of our work, and in evaluating the results of our work. We define materiality as the size of the misstatement in the financial statements that would lead a reasonably knowledgeable person to change or influence their economic decisions.

We determined materiality to be £0.63m (PY £0.63m) for the Authority, which equated to 1.9% of your forecast gross expenditure for the year. We used this benchmark as, in our view, users of the Authority's financial statements are most interested in where the Authority has spent its revenue in the year.

We also set a lower level of specific materiality for separate lower materiality level for the disclosure note on remuneration of individual senior managers. In view of the sensitivity of this note to the reader of the accounts, we have set a materiality level of £100,000.

We set a lower threshold of £31,500, above which we reported errors to the Audit & Standards Committee in our Audit Findings Report.

### The scope of our audit

Our audit involves obtaining sufficient evidence about the amounts and disclosures in the financial statements to give reasonable assurance that they are free from material misstatement, whether caused by fraud or error. This includes assessing whether:

- the accounting policies are appropriate, have been consistently applied and adequately disclosed;
- the significant accounting estimates made by management are reasonable; and
- the overall presentation of the financial statements gives a true and fair view.

We also read the remainder of the financial statements and the narrative report and annual governance statement published alongside the financial statements to check they are consistent with our understanding of the Authority and with the financial statements on which we gave our opinion.

We carry out our audit in accordance with ISAs (UK) and the NAO Code of Audit Practice. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our audit approach was based on a thorough understanding of the Authority's business and is risk based.

We identified key risks and set out overleaf the work we performed in response to these risks and the results of this work.

# Audit of the Financial Statements

## Significant Audit Risks

These are the significant risks which had the greatest impact on our overall strategy and where we focused more of our work.

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p><b>Valuation of land and buildings</b></p> <p>The Authority revalues its land and buildings on an annual basis. This valuation represents a significant estimate by management in the financial statements due to the size of the numbers involved and the sensitivity of this estimate to changes in key assumptions.</p> <p>We therefore identified valuation of land and buildings, particularly revaluations and impairments, as a significant risk, which was one of the most significant assessed risks of material misstatement.</p>	<p>As part of our audit work we:</p> <ul style="list-style-type: none"><li>• evaluated management's processes and assumptions for the calculation of the estimate, the instructions issued to valuation experts and the scope of their work</li><li>• evaluated the competence, capabilities and objectivity of the valuation expert</li><li>• wrote to the valuer to confirm the basis on which the valuation was carried out</li><li>• challenged the information and assumptions used by the valuer to assess completeness and consistency with our understanding</li><li>• tested revaluations made during the year to see if they have been input correctly into the Authority's asset register</li><li>• evaluated the assumptions made by management for those assets not revalued during the year and how management has satisfied themselves that these are not materially different to current value at year end.</li></ul>	<p>Our audit work did not identify any issues in respect of valuation of land and buildings.</p>

# Audit of the Financial Statements

## Significant Audit Risks - continued

These are the significant risks which had the greatest impact on our overall strategy and where we focused more of our work.

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p><b>Valuation of net pension liability</b></p> <p>The Authority's pension fund net liability, as reflected in its balance sheet as the net defined benefit liability, represents a significant estimate in the financial statements. The pension fund net liability is considered a significant estimate due to the size of the numbers involved and the sensitivity of the estimate to changes in key assumptions.</p> <p>We therefore identified valuation of the Authority's pension fund net liability as a significant risk, which was one of the most significant assessed risks of material misstatement.</p>	<p>As part of our audit work we:</p> <ul style="list-style-type: none"> <li>updated our understanding of the processes and controls put in place by management to ensure that the Authority's pension fund net liability is not materially misstated and evaluate the design of the associated controls</li> <li>evaluated the instructions issued by management to their management expert (an actuary) for this estimate and the scope of the actuary's work</li> <li>assessed the competence, capabilities and objectivity of the actuary who carried out the Authority's pension fund valuation</li> <li>assessed the accuracy and completeness of the information provided by the Authority to the actuary to estimate the liability</li> <li>tested the consistency of the pension fund asset and liability and disclosures in the notes to the core financial statements with the actuarial report from the actuary</li> <li>undertook procedures to confirm the reasonableness of the actuarial assumptions made by reviewing the report of the consulting actuary (as auditor's expert) and performed any additional procedures suggested within the report</li> <li>obtained assurances from the auditor of Worcestershire Pension Fund as to the controls surrounding the validity and accuracy of membership data; contributions data and benefits data sent to the actuary by the pension fund and the fund assets valuation in the pension fund financial statements.</li> </ul>	<p><b><u>McCloud ruling re age discrimination</u></b></p> <p>The Court of Appeal ruled that there was age discrimination in the judges and firefighters pension schemes where there were transitional protections given to scheme members. The Government applied to the Supreme Court for permission to appeal, but this has been rejected. The legal ruling around age discrimination (McCloud - Court of Appeal) also has implications for other pension schemes where they have implemented transitional arrangements on changing benefits.</p> <p>The actuary re-ran the valuation reports with their best estimate of the impact re-McCloud. For the LGPS this also updated the return on assets as a result of further information. We agreed with Officers that the financial statements would be amended to reflect the Pension Past Service Cost of £14,969k being a charge to the Provision of Services within the CIES. The Net liability arising from defined benefit obligation increased by the same amount, plus an additional £77k for the decrease in the rate of return on assets. Overall, the net liability increased from £381,370k to £396,416k.</p> <p>It is important to note that this ruling does not arise from anything that the Authority has done, or not done and, as far as we are aware, affects all public sector pension schemes.</p> <p>Our audit work did not identify any other issues in respect of valuation of the pension fund net liability.</p>

# Audit of the Financial Statements

## Significant Audit Risks - continued

These are the risks which had the greatest impact on our overall strategy and where we focused more of our work.

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p><b>Management override of internal controls</b></p> <p>Under ISA (UK) 240 there is a non-rebuttable presumed risk that the risk of management over-ride of controls is present in all entities.</p> <p>We therefore identified management override of control, in particular journals, management estimates and transactions outside the course of business as a significant risk, which was one of the most significant assessed risks of material misstatement.</p>	<p>As part of our audit work we:</p> <ul style="list-style-type: none"><li>• evaluated the design effectiveness of management controls over journals</li><li>• analysed the journals listing and determined the criteria for selecting high risk unusual journals</li><li>• tested unusual journals recorded during the year and after the draft accounts stage for appropriateness and corroboration</li><li>• gained an understanding of the accounting estimates and critical judgements applied made by management and considered their reasonableness with regard to corroborative evidence</li><li>• evaluated the rationale for any changes in accounting policies, estimates or significant unusual transactions.</li></ul>	<p>Our audit work did not identify any issues in respect of management override of controls.</p>

---

# Audit of the Financial Statements

## **Audit opinion**

We gave an unqualified opinion on the Authority's financial statements on 31 July 2019.

## **Preparation of the financial statements**

The Authority presented us with draft accounts in accordance with the national deadline, and provided a good set of working papers to support them. The finance team responded promptly and efficiently to our queries during the course of the audit.

## **Issues arising from the audit of the financial statements**

We reported the key issues from our audit to the Authority's Audit & Standards Committee on 30 July 2019.

## **Annual Governance Statement and Narrative Report**

We are required to review the Authority's Annual Governance Statement and Narrative Report. It published them on its website in the Statement of Accounts in line with the national deadlines.

Both documents were prepared in line with the CIPFA Code and relevant supporting guidance. We confirmed that both documents were consistent with the financial statements prepared by the Authority and with our knowledge of the Authority.

## **Whole of Government Accounts (WGA)**

We carried out work on the Authority's Data Collection Tool in line with instructions provided by the NAO. We issued an assurance statement which confirmed the Authority was below the audit threshold.

## **Certificate of closure of the audit**

We certified that we have completed the audit of the financial statements of Hereford & Worcester Fire Authority in accordance with the requirements of the Code of Audit Practice on 31 July 2019.

---

# Value for Money conclusion

## Background

We carried out our review in accordance with the NAO Code of Audit Practice, following the guidance issued by the NAO in November 2017 which specified the criterion for auditors to evaluate:

*In all significant respects, the audited body takes properly informed decisions and deploys resources to achieve planned and sustainable outcomes for taxpayers and local people.*

## Key findings

Our first step in carrying out our work was to perform a risk assessment and identify the risks where we concentrated our work.

The risk we identified and the work we performed is set out overleaf.

## Overall Value for Money conclusion

We are satisfied that in all significant respects the Authority put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources for the year ending 31 March 2019.

.



# Value for Money conclusion

## Value for Money Risk

Risk identified in our audit plan	How we responded to the risk	Findings and conclusions
<p><b>Medium Term Financial Plan (MTFP)</b></p> <p>The latest Medium Term Financial Plan (MTFP) was approved in February. As with many other public sector bodies, the Fire Authority has had to make significant efficiencies in order to ensure it is financially viable in the long term. We have looked at the MTFP in previous years and found the assumptions to be prudent, with sufficient reserves set aside specifically to allow the Authority to implement transformational changes without adversely affecting service delivery. However, with the financial challenges ongoing, and uncertainty around the crewing changes implementation and changes to the Firefighters' Pension Fund contributions, this remains a significant risk. The MTFP shows that, as things stand, by 2022/23 the Authority will have exhausted the Budget Strategy Reserve, but still be faced with annual deficits of over £1m.</p> <p>We will:</p> <ol style="list-style-type: none"> <li>1) Review the financial impact of crewing changes and implementation;</li> <li>2) Review the impact of increased pension fund contributions and the Fire Authority response;</li> <li>3) Review the February 2019 MTFP and test any new significant savings projects to assess whether they are realistic and robust.</li> </ol>	<ol style="list-style-type: none"> <li>1) Since the CRMP in 2014, the Authority has been working towards increasing crewing availability with existing resources, whilst recognising the need to make efficiencies. Recent court rulings mean that the preferred crewing options are no longer available. The Authority has been discussing with staff and the FBU to find an acceptable alternative. While these discussions are ongoing, the Authority does not expect any increase in cost as a result.</li> <li>2) Changes to the firefighters' pension fund have a total impact of £1.4m per year. The MTFP was presented to the Full Authority in February. Before these changes the Authority would have essentially had a balanced budget each year from 2023/24, without the need for reserves. This would have resulted in £1.435m of the budget reduction reserve being available for other one off purposes. Whereas the MTFP has a balanced budget to 2023/24 with an expected gap of only £0.3m in 2024/25, the pension changes would produce a balanced budget only to 2020/21 with gaps of £1.3m, £1.8m and £1.6m in subsequent years and an on-going gap of around £1.5m from 2024/25. At this stage it is unclear what government funding will be available to help bridge the gap. Consequently, the Fire Authority has not made any plans for large scale efficiencies or savings until the outcome of the financial settlement is known.</li> <li>3) Review of the MTFP presented to Full Authority in February 2019 indicates that there are no new schemes or plans to address the gap. Officers are waiting to see what the financial settlement is before assessing the impact and then deciding how best to respond.</li> </ol>	<p><b>Auditor view</b></p> <p>The MTFP approved in February 2019 showed the Authority in a sound financial position, with planned use of reserves in the short term while transformational projects took effect. The Authority would have essentially had a balanced budget each year from 2023/24, without the need for reserves. This would have resulted in £1.435m of the budget reduction reserve being available for other one off purposes. Changes to the firefighters' pension fund have a total impact of £1.4m per year. Officers are waiting to see the outcome of the financial settlement before making any decisions, which is a sensible approach.</p> <p>Changes to crewing arrangements are ongoing, and the Authority is ensuring that new arrangements are appropriately agreed and take account of relevant legal cases.</p> <p>Once the details of the financial settlement are known officers will need to work quickly to ensure the MTFP that will be approved in February 2020 takes account of the changes and provides an appropriate response to the financial challenge. The key to the future funding gap is whether or not government provides additional funding to cover the additional pension costs. If it does not the whole of the sector will face increased financial challenges.</p> <p><b>Management response</b></p> <p>Notwithstanding the existing uncertainty as a result of the pending Spending Review, the Fair Funding Review and Reform to the Retained Business Rates system, the key issue for financial planning is funding of the increased pension costs. Without these unexpected and significant cost increase the Authority was on track with the MTFP to achieve a balanced budget as planned by the end of the period. Government's view on funding these costs is not yet clear and the Authority has sufficient reserves to cover the short term impacts whilst formulating a plan to deal with whatever with the long term impact may be.</p>

## A. Reports issued and fees

We confirm below our final reports issued and fees charged for the audit and confirm there were no fees for the provision of non audit services.

### Reports issued

Report	Date issued
Audit Plan	April 2019
Audit Findings Report	July 2019
Annual Audit Letter	August 2019

### Fees

	Planned £	Actual fees £	2017/18 fees £
Statutory audit	25,311	27,311	32,872
<b>Total fees</b>	<b>25,311</b>	<b>27,311</b>	<b>32,872</b>

### Audit fee variation

As outlined in our audit plan, the 2018-19 scale fee published by PSAA of £25,311 assumes that the scope of the audit does not significantly change. The McCloud ruling means that the scope of the audit has changed, which has led to additional work. This is set out in the following table.

Area	Reason	Fee proposed (£)
<b>Assessing the impact of the McCloud ruling</b>	The Government's transitional arrangements for pensions were ruled discriminatory by the Court of Appeal last December. The Supreme Court refused the Government's application for permission to appeal this ruling. As part of our audit we have reviewed the revised actuarial assessment of the impact on the financial statements along with any audit reporting requirements.	2,000
<b>Total</b>		2,000

Fee variations are subject to PSAA approval.



## **Report of the Head of Internal Audit Shared Service**

### **Internal Audit Progress Report 2019/20**

#### **Purpose of report**

1. To provide the Committee with a progress update on the delivery and progress to date on 2019/20.
- 

#### **Recommendation**

***The Treasurer recommends that the report is noted.***

#### **Introduction and Background**

2. The Authority is responsible for maintaining or procuring an adequate and effective internal audit of the activities of the Authority under the Accounts and Audit (England) Regulations 2015. This includes considering, where appropriate, the need for controls to prevent and detect fraudulent activity. These should also be reviewed to ensure that they are effective. This duty has been delegated to the Treasurer and Internal Audit is provided by Worcestershire Internal Audit Shared Service (WIASS). Management is responsible for the system of internal control and should set in place policies and procedures to ensure that the system is functioning correctly.

#### **Objectives of Internal Audit**

3. The Public Sector Internal Audit Standards (as amended) defines internal audit as: “an independent, objective assurance and consulting activity designed to add value and improve an organisation’s operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes”. WIASS is committed to conforming to the requirements of the Public Sector Internal Audit Standards (as amended).

#### **Aims of Internal Audit**

4. The objectives of WIASS are to:
  - Examine, evaluate and report on the adequacy and effectiveness of internal control and risk management across the Fire Service and recommend arrangements to address weaknesses as appropriate;
  - Examine, evaluate and report on arrangements to ensure compliance with legislation and the Fire Service’s objectives, policies and procedures;
  - Examine, evaluate and report on procedures that the Fire Service’s assets and interests are adequately protected and effectively managed;

- Undertake independent investigations into allegations of fraud and irregularity in accordance with Fire Service's policies and procedures and relevant legislation; and
  - Advise upon the control and risk implications of new systems or other organisational changes.
5. Internal audit has worked with external audit to try and avoid duplication of effort, provide adequate coverage for the 2019/20 financial year so that an internal audit opinion can be reached and support External Audit by carrying out reviews in support of the accounts opinion work.

### **Audit Planning**

6. To provide audit coverage for 2019/20, an audit operational programme delivered by WIASS was discussed and agreed with the Authority's Section 151 Officer and Treasurer as well as Senior Management Board and was brought before Committee on 24<sup>th</sup> April 2019 for consideration. The audit programme provided a total audit provision of 111 audit days; 88 operational and 23 management days.

### **Audit Delivery**

7. 2019/20 audits commenced after the Committee had agreed the 2019/20 plan at the 24<sup>th</sup> April 2019 Committee (Appendix 1).
8. To assist the Committee to consider assurance on the areas of work undertaken, an overall assurance level is given, when appropriate, to each audit area based on a predetermined scale (Appendix 3). Also, the findings are prioritised into 'high', 'medium' and 'low' within audit reports with all 'high' priority recommendations being reported before committee (Appendix 2 and 3).

### **2019/20 Audits:**

9. The summary results of these audits are included below. Where recommendations have been made, these are being addressed through management actions.
10. Reviews in regard to the 2019/20 audit progressing through clearance and draft report stages at time of reporting include:
- Embedding of the National Operational Guidance
  - Equality and Diversity
11. Reviews in regard to the 2019/20 audit progressing through planning and testing stages at the time of reporting included:
- Communication and Engagement
12. Core financials are planned for Q3 with 3 areas arranged to commence in October.
13. The outcome to the reviews listed in paragraphs 9 and 10 above will be reported to Committee in summary form as soon as they are finalised. There are no indications at this time of any high priority recommendations to be reported with those nearing completion.

14. 'Follow up' is continuing in regard to previously completed audits to provide assurance that recommendations have been implemented and any risk mitigated. Where there is a programmed annual visit to an area the 'follow up' is included as part of the audit review e.g. financials.
15. There are no exceptions to report in regards to 'follow up' findings.

### **Conclusion/Summary**

16. The Internal Audit Plan for 2019/20 is progressing steadily. It is anticipated that any recommendations that are made in regards to the reports produced throughout the year will be addressed through robust management action plans and in a timely manner.

### **Corporate Considerations**

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	There are no financial issues that require consideration.
<b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	Selected audits are risk based and linked to the delivery of priorities and policy framework.
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	Yes, whole report.
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	N/A – no policy change is recommended
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	N/A

### **Supporting Information**

Appendix 1 – 2019/20 Audit Plan summary

Appendix 2 – 'High' priority recommendations for completed audits

Appendix 3 – 'Assurance' and 'priority' definitions

### **Contact Officer**

Andy Bromage, Head of Internal Audit Shared Service - Worcestershire Internal  
Audit Shared Service  
(01905 722051)  
Email: [andy.bromage@worcester.gov.uk](mailto:andy.bromage@worcester.gov.uk)

## Appendix 1

### Detailed Programme of Work for 2019/20

Audit Area	Planned days 2019/20	Proposed Review	Priority and indicative delivery date
<b>Accountancy &amp; Finance Systems</b>			
Main Ledger (inc Budgetary Control & Bank Rec)	5	Light touch	Medium Q3
Creditors	6	Light touch	Medium Q3
Debtors	4	Light touch	Medium Q3
Payroll and Pensions incl. GARTAN	10	Full	High Q3
<b>SUB TOTAL</b>	<b>25</b>		
<b>Corporate</b>			
Embedding of National Operational Guidance	10	Full	Medium Clearance Stage
Business Continuity	10	Full	Medium Q4
<b>SUB TOTAL</b>	<b>20</b>		
<b>System / Management Arrangements</b>			
Equality and Diversity	12	AC Chair request. Full	Medium Draft Report Stage
Computer Audit	14	Full	Medium Q4
Human Resources	9	Full	Medium Originally Q2 Request to move from Q2 to Q3
Communication and Engagement Strategy	8	Full	Medium Commenced Q2
<b>SUB TOTAL</b>	<b>43</b>		
<b>General</b>			
Follow up Reviews	7	Pull Down Budget	Q1 – Q4
Advice, Guidance, Consultation, Investigations	5	Pull Down Budget	Q1 – Q4
Audit Committee Support	5	Pull Down Budget	Q1 – Q4
Reports & Meetings	6	Pull Down Budget	Q1 – Q4
<b>SUB TOTAL</b>	<b>23</b>		
<b>PLAN TOTAL</b>	<b>111</b>		



## **Appendix 2**

### **'High' Priority Recommendations reported (2019/20 Reviews)**

There were no 'high' priority recommendations to report from those reviews completed since the last Committee that could potentially lead to increased risk for the Fire and Rescue Service.

## Appendix 3

### Definition of Priority of Recommendations

Priority	Definition
<b>High</b>	<p>Control weakness that has or is likely to have a significant impact upon the achievement of key system, function or process objectives.</p> <p>Immediate implementation of the agreed recommendation is essential in order to provide satisfactory control of the serious risk(s) the system is exposed to.</p>
<b>Medium</b>	<p>Control weakness that has or is likely to have a medium impact upon the achievement of key system, function or process objectives.</p> <p>Implementation of the agreed recommendation within 3 to 6 months is important in order to provide satisfactory control of the risk(s) the system is exposed to.</p>
<b>Low</b>	<p>Control weakness that has a low impact upon the achievement of key system, function or process objectives.</p> <p>Implementation of the agreed recommendation is desirable as it will improve overall control within the system.</p>

### **Definition of Audit Opinion Levels of Assurance**

<b>Opinion</b>	<b>Definition</b>
<b>Full Assurance</b>	<p>The system of internal control meets the organisation's objectives; all of the expected system controls tested are in place and are operating effectively.</p> <p>No specific follow up review will be undertaken; follow up will be undertaken as part of the next planned review of the system.</p>
<b>Significant Assurance</b>	<p>There is a generally sound system of internal control in place designed to meet the organisation's objectives. However isolated weaknesses in the design of controls or inconsistent application of controls in a small number of areas put the achievement of a limited number of system objectives at risk.</p> <p>Follow up of medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>
<b>Moderate Assurance</b>	<p>The system of control is generally sound however some of the expected controls are not in place and / or are not operating effectively therefore increasing the risk that the system will not meet its objectives. Assurance can only be given over the effectiveness of controls within some areas of the system.</p> <p>Follow up of high and medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>
<b>Limited Assurance</b>	<p>Weaknesses in the design and / or inconsistent application of controls put the achievement of the organisation's objectives at risk in many of the areas reviewed. Assurance is limited to the few areas of the system where controls are in place and are operating effectively.</p> <p>Follow up of high and medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>
<b>No Assurance</b>	<p>No assurance can be given on the system of internal control as significant weaknesses in the design and / or operation of key controls could result or have resulted in failure to achieve the organisation's objectives in the area reviewed.</p> <p>Follow up of high and medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>

## **Report of the Head of Corporate Services**

### **Annual Statement of Assurance 2019-20**

#### **Purpose of report**

1. To consider and approve the draft Statement of Assurance 2019-20 for publication.
- 

#### **Recommendation**

***It is recommended that the Committee adopts the draft Statement of Assurance 2019-20 and approves it for publication.***

#### **Introduction and Background**

2. The Government's Fire and Rescue National Framework for England 2018 requires Fire and Rescue Authorities to publish an annual Statement of Assurance. The Statement must provide members of the public with assurance on financial, governance and operational matters. It must also show that Authorities have due regard to the expectations set out in their Integrated Risk Management Plans and other requirements in the National Framework.
3. The Statement of Assurance summarises key points and signposts the reader to other relevant publicly available Fire Authority reports; it is not designed to reproduce those other reports.
4. This is the Authority's seventh Statement of Assurance. All previous Statements are available on the Service website.

#### **Annual Statement of Assurance 2019-20**

5. The Statement of Assurance 2019-20 is a short report designed to give staff, partners and members of the public assurance that the Authority continues to do everything it can to keep them safe as well as providing value for money.
6. The Statement covers three areas; governance, finance and frontline response (operational) matters. It provides information about how Authority funds are managed and how its services are organised and carried out properly, efficiently and effectively.
7. The Statement reflects many other existing documents including the Fire Authority Annual Report 2019-20, the Community Risk Management Plan 2014-2020, the Annual Governance Statement and the Statement of

Accounts for 2018-19. The Statement also provides links to other assurance documents to help readers assess performance and value for money.

8. This year's Statement also sits alongside the independent assessment of how well the Service is delivering its services in terms of efficiency and effectiveness and how well it leads and supports its workforce. The assessment by inspectors from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) found that the Service is good at keeping communities safe and operating effectively, but also found areas where limited resources could be used more efficiently and support the workforce better. To address these and other issues, the Service has prepared an Improvement Plan, which is updated quarterly.
9. The Statement also reports on continuing work between ourselves and Shropshire Fire and Rescue Service, which has now been formalised as a Strategic Fire Alliance. The Alliance aims to improve capacity and resilience for both Services into the new decade.

### **Scrutiny of the draft Statement of Assurance 2018-19**

10. Responsibility for scrutinising the content of the Statement of Assurance lies with the Audit and Standards Committee, and Members must satisfy themselves that the Statement, alongside other documents referenced in the report, provides the appropriate levels of assurance to the public and the Government in relation to governance, financial and operational matters.
11. The Committee is asked to provide constructive scrutiny of the draft Statement and approve it for adoption and publication.
12. The draft Statement is attached as Appendix 1.

### **Conclusion/Summary**

13. The Statement of Assurance 2019-20 will be the Authority's seventh annual Statement of Assurance. Much of the information in the Statement is already publicly available elsewhere, and links are provided in the document where appropriate as advised in the national guidance.
14. Subject to Committee approval, the finalised version of the Statement of Assurance 2019-20 will be published on the Service website.

## Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	Financial, property and human resources activities are highlighted in the Statement of Assurance.
<b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	The Statement of Assurance sits alongside existing documents including the Fire Authority Annual Report, the Statement of Accounts, the Governance Statement and the Community Risk Management Plan 2014-2020.
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	The Statement of Assurance references, where appropriate, the work of the Authority around Risk Management and Health & Safety.
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	Senior Management Board consultation undertaken.
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	Not completed as the Statement of Assurance is a high level overview document. Links to Equality & Diversity activities are highlighted as appropriate in the Statement.

## Supporting Information

Appendix 1 – Draft Statement of Assurance 2019-20

### Contact Officer

Jean Cole, Head of Corporate Services

(01905 368329)

Email: [jcole@hwfire.org.uk](mailto:jcole@hwfire.org.uk)



Hereford & Worcester  
Fire Authority

# Fire Authority Statement of Assurance

## 2019-20

## Foreword

The Statement of Assurance is a short report designed to give staff, partners and local communities an assurance that we are doing everything we can to keep them safe and well and are providing value for money.

It covers three main areas:

- making sure our governance arrangements are delivering our services effectively and efficiently,
- ensuring our financial arrangements are in order and providing good value for money, and
- organising our services to make sure risks are well understood and we have the right resources in place to tackle them effectively and safely.

The Statement includes a short directory of links to relevant documents published on the [Service website](#) and elsewhere, which will help you to assess our performance and value for money.

More information about our plans can be found on the Service website and in our [Fire Authority Annual Report 2019-20](#).

We trust the Statement of Assurance gives you confidence that the Fire Authority maintains the highest standards in all aspects of its work and that the Service continues to deliver its frontline and support services to the best of its abilities for the communities of Herefordshire and Worcestershire.



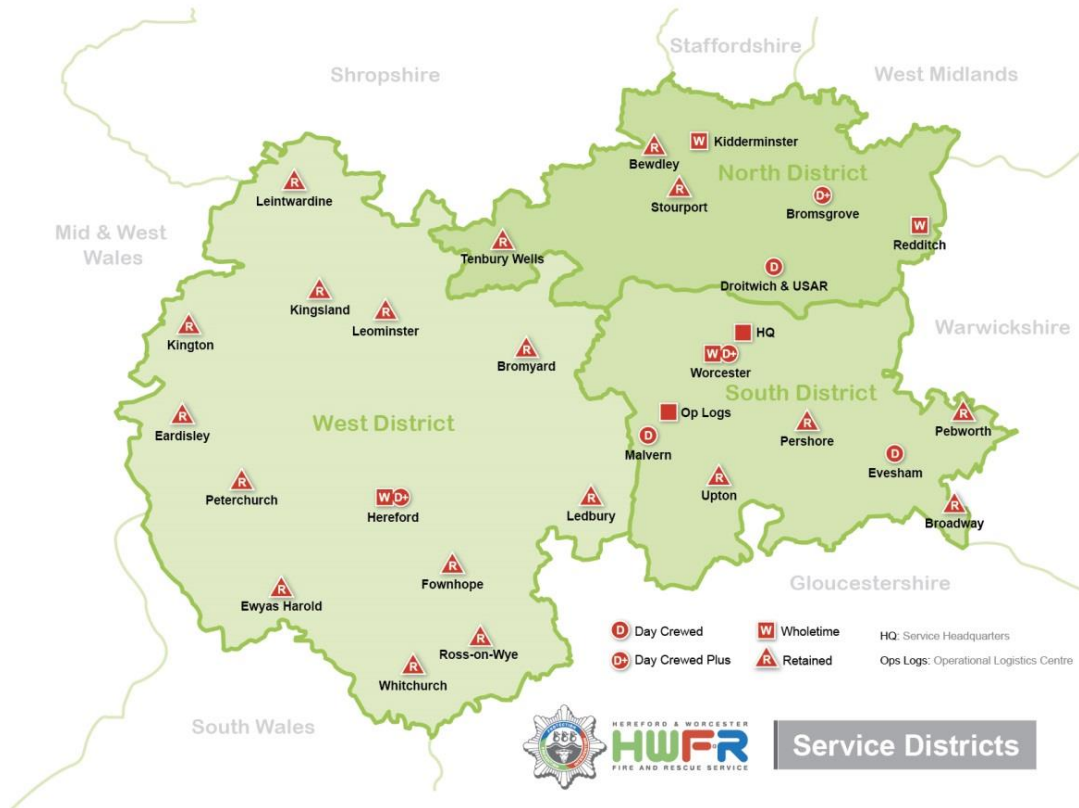
Councillor Roger Phillips,  
Chairman of the Fire Authority



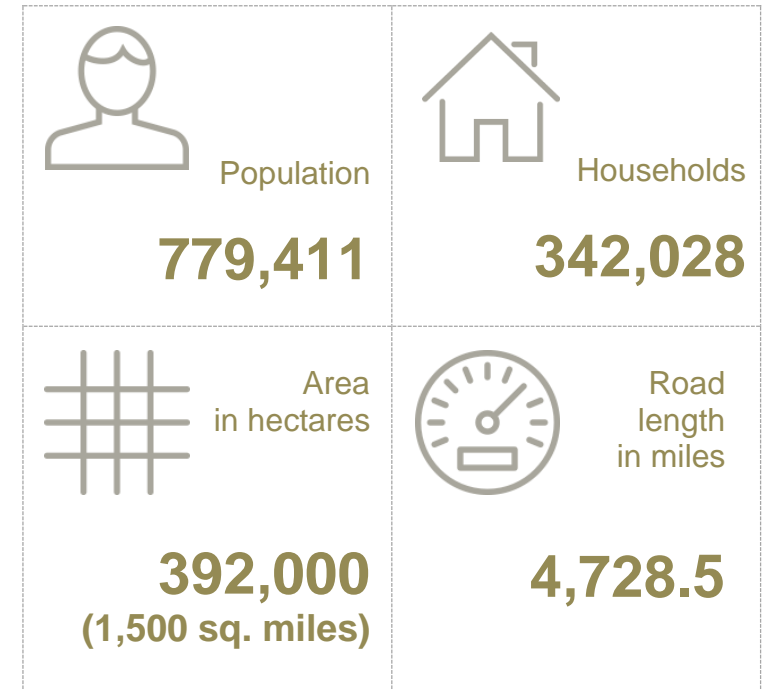
Nathan Travis,  
Chief Fire Officer/ Chief Executive



## About us



Hereford & Worcester Fire and Rescue Service (HWFRS) provides prevention, protection and emergency response services across Herefordshire and Worcestershire. The two counties cover a large, mostly rural area of 1,500 square miles and are home to over three-quarters of a million people. About three-quarters of the population live in Worcestershire, with around 100,000 people





living in the city of Worcester. Herefordshire is a much more sparsely populated rural area with just over 191,000 residents. The area is also crossed by over 4,700 miles of roads, including the M5, M42 and M50 motorways. Population projections suggest that by 2026, over 806,000 people will be living in the two counties, with people aged 65 and over representing more than one in four of the total (25.9 per cent).

To cover this very large area, we organise our services around three Districts – North, South and West – which provides a balanced response to community risk. Within the area we have 27 fire stations mostly located in the main towns, with 41 frontline fire engines supported by 28 specialist vehicles. These are strategically placed to be able to respond effectively and in a timely manner whenever an emergency call is received.

Each fire station has an On-Call crew of firefighters, who live or work locally and are available within five minutes should they be needed. Eight fire stations also have Wholetime crews, who are immediately available under normal circumstances.

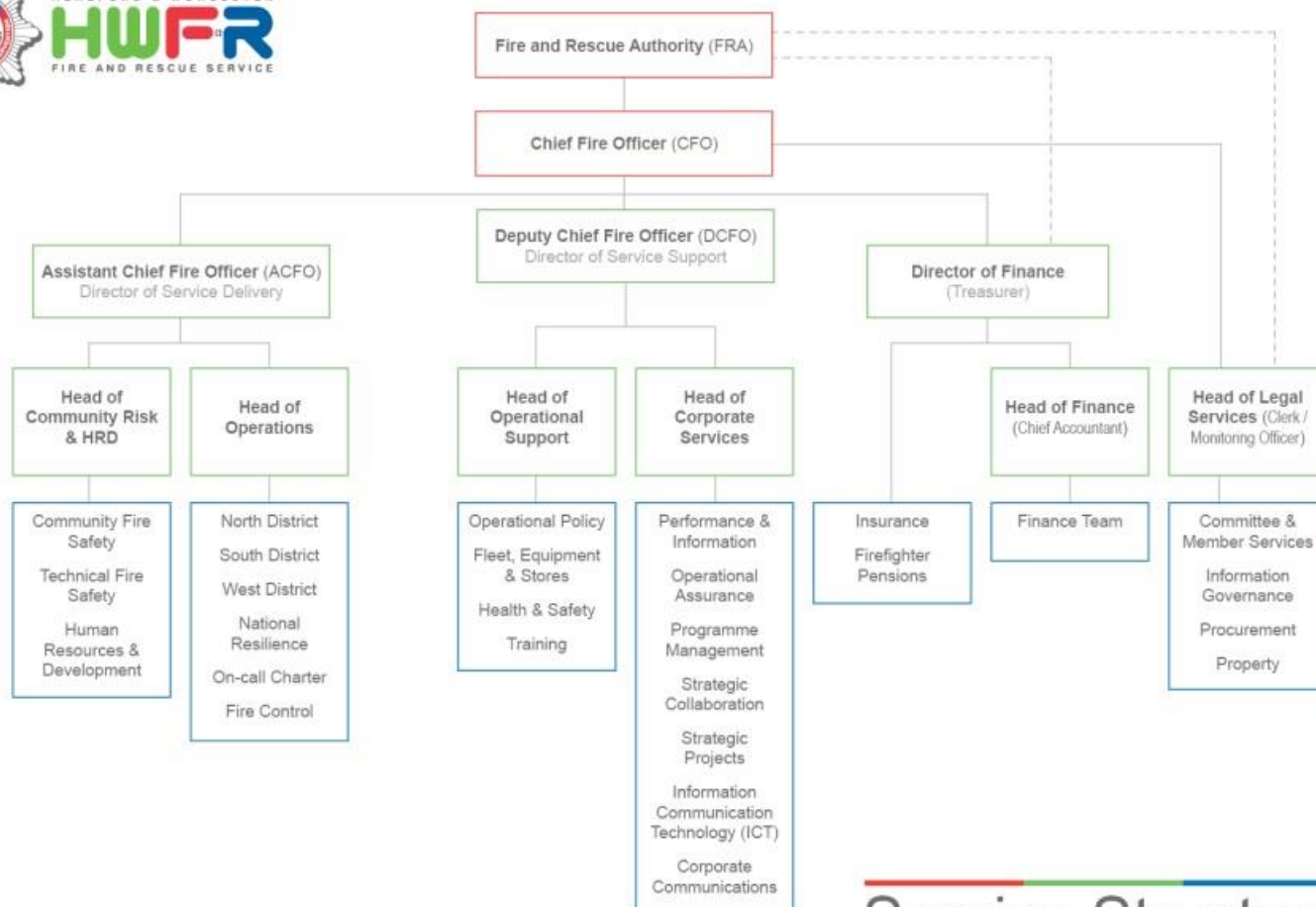
In addition to our fire stations, we have a Training Centre in Droitwich, a fleet maintenance and supplies centre called Operational Logistics in Malvern and a number of locally based training facilities. Our Service Headquarters is now based at Hindlip Park, Worcester, which is also the campus for West Mercia Police Headquarters. We completed our move to Hindlip at the end of 2018.

At the end of March 2019, we employed 738 members of staff (570 full time equivalent – FTE – because many of our staff work part-time hours). Firefighters make up approximately 80 per cent of the workforce assisted by professional teams providing support and enabling services such as financial, human resources and legal services. There were also 22 Fire Control officers, who are the frontline for receiving emergency calls and deploying crews to incidents.

 <b>Workforce*</b>	<b>233</b> Wholetime Firefighters (232 FTE)	<b>366</b> On-Call Firefighters (219 FTE)
	<b>40.7%</b>	<b>38.4%</b>
	<b>22</b> Fire Control Staff (19 FTE)	<b>117</b> Support Staff (100 FTE)
 <b>Assets</b>	Fire Stations	Fire Engines
	<b>27</b>	<b>41</b>

\* all percentages based on FTE numbers (rounded)

The Service is structured into three directorates – Service Delivery, Service Support and Finance. Most staff are directly involved in delivering prevention, protection and response services. These services are designed to keep the communities of Herefordshire and Worcestershire as safe as possible by working with local people, partner organisations and businesses to try to make sure emergency incidents don't happen in the first place, as well as being able to respond promptly and effectively to any emergencies that do occur.

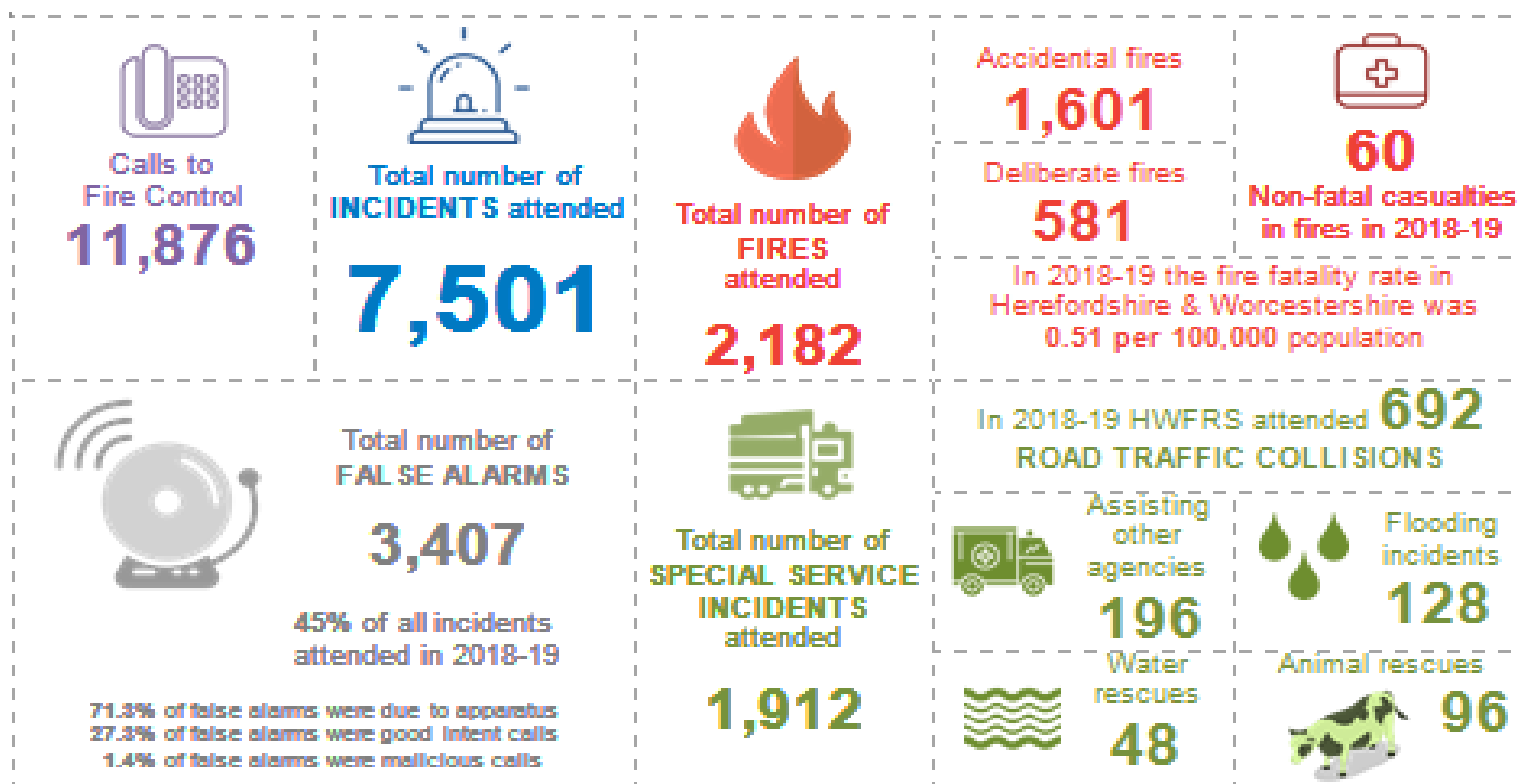


## Service Structure

In 2018-19 we attended 7,501 incidents, about 144 each week. This was 570 more than the previous year, though almost half of this accounted for by an increase in grassland and outdoor fires, largely during the summer 2018 heatwave. A significant proportion of incidents were false alarms (3,407 incidents or 45 per cent of all incidents). There was also a small increase a small increase in the number of road traffic collisions we attended, but flooding

incidents, animal rescues and dealing with spills and leaks were all down on last year.

More details on population, Service resources and incidents attended can be found in the [Fire Authority Annual Report 2019-20](#) on our website. Further information on population demographics can also be found in the [CRMP Demographic Profile 2018](#), which can also be found on the website.



## Governance

The Service's overall governing body is Hereford & Worcester Fire Authority, which is made up of 25 local councillors, six from Herefordshire Council and 19 from Worcestershire County Council. They make sure the Service carries out its duties in relation to fire prevention, fire safety, firefighting and rescues, including road traffic collisions and other emergencies such as flooding, as set out in the [Fire and Rescue Services Act 2004](#). Due regard is also given to the terms and requirements for Fire Authorities as set out in the [Fire and Rescue National Framework for England](#), which was revised in 2018.

The Authority sets the budget and approves the overall direction for the Service. It also appoints the Chief Fire Officer and makes sure the Service has the right people, equipment and training to deliver their services effectively and efficiently in the best interests of the communities of Herefordshire and Worcestershire. The Police and Crime Commissioner (PCC) for West Mercia also currently attends Fire Authority meetings and participates in discussions as a non-voting member.

The Authority meets four times a year and is supported by three committees. Full details of all meetings and decisions can be found on the [Service website](#).

The Fire Authority has a responsibility to ensure that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for. The Authority must have in place proper arrangements for the governance of its affairs and ensure it is doing the right

things in the right ways for the right people in a timely, inclusive, open, honest and accountable manner.

Each year the Authority prepares an Annual Governance Statement setting out how it meets these responsibilities. It comprises the systems and processes, culture and values by which the Authority is directed and controlled and through which it accounts to and engages with its communities. This includes maintaining a sound system of internal control and ensuring robust arrangements for managing risk are in place. This is supported by a [Code of Corporate Governance](#) setting out how the Authority promotes good governance.

The main elements of the governance framework are as follows:

- Constitution – defines the roles and responsibility of the Authority, Committees, Members and Officers.
- Audit and Standards Committee – reviews arrangements for identifying and managing the Authority's business risks and the approval of policies in respect of the governance framework.
- Monitoring Officer – provides advice on the scope of powers and responsibilities of the Authority, and has a statutory duty to ensure lawfulness and fairness of decision making.
- Chief Financial Officer (Treasurer) – ensures the sound administration of the financial affairs of the Authority as

required by the statutory duties under the Local Government Act 1972, the Local Government Finance Act 1988 and the Accounts and Audit (England) Regulations 2015.

- Ethical Framework and Code of Conduct – in place for all staff, and familiarisation is included in the induction process.

The Authority's Strategic Risk Register (SRR) is reviewed quarterly at the Service's Senior Management Board and is reported annually to the Audit and Standards Committee. The SRR identifies risks to the success of the organisation and puts effective control measures in place to mitigate their effect. Examples of risks include severe weather, pandemic influenza and fuel shortages. A [summary of the latest Strategic Risk Review](#) was presented to the Committee in July 2019.

During the year, the Worcestershire Internal Audit Shared Service (WIASS) carried out a number of full audits in relation to Corporate Governance (including Health & Safety arrangements) and System/Management Arrangements. The audits examined Key Performance Indicators, the Retained Duty

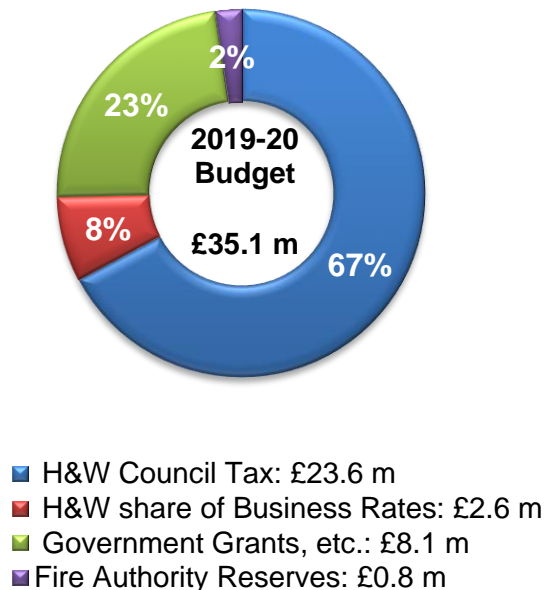
System, Fleet Maintenance, GDPR Application and USAR & Technical Rescue. Each audit received '*full*' or '*significant*' assurance in complying with the Accounts and Audit (England) Regulations 2015 and the terms of the Internal Audit Charter between WIASS and the Authority. The [full report](#) of the Chief Internal Auditor is available in the Fire Authority section of the Service website.

Last year we reported that the West Mercia Police and Crime Commissioner (PCC) had been given the go-ahead from government to take on the role of the Fire Authority. However, the current Fire Authority, together with Shropshire & Wrekin Fire Authority, submitted a judicial challenge against the government's decision, arguing that the evidence did not support the proposed move to the PCC on the grounds that it would not realise overall value for money for the public, when compared to what the existing Fire Authorities could achieve together. The judicial review hearing was held in June 2019 and a decision is awaited.

## Finance

Funds available to the Fire and Rescue Service continue to reduce. The revenue budget for 2019-20 is £35.1 million, 18 per cent less in real terms than in 2010-11. Our funding comes from three main sources, the majority of which comes from Council Tax as shown in the following chart:

**How the Service is paid for: 2019-20**



The cost to the average household in Herefordshire and Worcestershire in 2019-20 (Council Tax Band D) is £84.34, representing about 23p per day. This is above the £78.11 average

for comparable Fire Authorities in 2019-20, but significantly lower than the highest cost of £103.50. The Service continues to receive a low level of central government grant funding, compared to other Fire and Rescue Services.

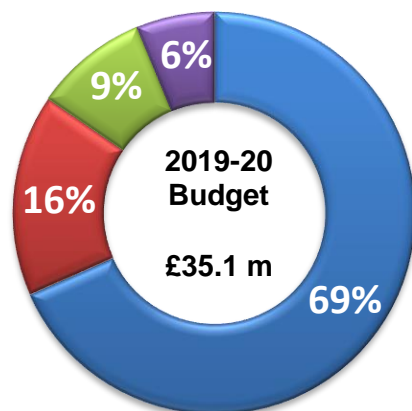
To make sure we spend our budget properly, we have robust financial monitoring processes in place. The Fire Authority requires the Treasurer to prepare an annual Statement of Accounts, which is designed to provide a true and fair view of the financial position, including a statement on income and expenditure. In preparing the statement, the Treasurer follows the CIPFA Code of Practice on Local Authority Accounting in the United Kingdom.

The latest [Statement of Accounts](#) covers the Authority's financial year ending 31 March 2019 and is available on the Service website along with the External Auditor's audit opinion. The Statement of Accounts also includes the Annual Governance Statement.



The Authority approves a Medium Term Financial Plan each year, which sets out the resources needed to deliver our services, and agrees an annual budget as shown in the chart below.

### How the budget is spent: 2019-20



- Employees
- Fleet, equipment, ICT, property
- Capital financing \*
- Other running costs \*\*

\* capital financing is interest and provision to repay loans

\*\* other running costs include training costs, community safety materials, payroll services, legal costs, Fire Authority costs and insurances

To provide further assurance, every year a structured programme of internal audit reports is carried out, supported by an independent annual external audit. The internal audits are carried

out by the Worcestershire Internal Audit Shared Service (WIASS) in line with the Public Sector Internal Audit Standards 2013. These audits examine key aspects of how the Service conducts its business including:

- the adequacy and effectiveness of internal control and risk management,
- compliance with legislation and the Service's own objectives, policies and procedures,
- how well the Service's assets and interests are protected and managed,
- investigation of any allegations of fraud and irregularity, and
- advice on the control and risk implications of new systems or other organisational changes.

Five audits of Accountancy & Finance Systems were carried out by WIASS during the year and they found '*full*' assurance for the three core financial areas – Main Ledger, Creditors and Debtors - and '*significant*' assurance for the Payroll and Pensions areas. No '*limited*' or '*below assurance*' areas were reported. The [full report](#) of the Chief Internal Auditor is available in the Fire Authority section of the Service website.

The annual external audit is currently undertaken by Grant Thornton UK LLP and provides an independent assessment of the Fire Authority's arrangements to secure economy, efficiency and effectiveness in its use of resources. It focuses on arrangements for securing financial resilience and prioritising resources within



tighter budgets. This year's [external audit](#) found that the Authority continues to have proper arrangements in place to ensure it delivers value for money in its use of resources and that the Annual Governance Statement (AGS) *'fairly reflects the Authority's risk assurance and governance framework and we confirm that we are not aware of any significant risks that are not disclosed within the AGS.'*

## Frontline response (operational) services

Making sure our firefighters and communities are kept as safe as possible is at the heart of everything we do. We aim to provide the best training and equipment for our firefighters to do their jobs safely and ensure they have the best incident command and operational leadership available. We constantly assess the level of risk across the two counties and use this to help organise how we target our prevention and protection services.

The [Community Risk Management Plan 2014-2020](#) (CRMP) is our overall strategy for planning how to improve community safety, reduce the number of incidents we need to attend and, above all, save lives. It sets out what we do to tackle risks to our communities, to our firefighters, and to the effectiveness and efficiency of our services.

Last year's [Midpoint Review of the CRMP](#) along with a [Demographic Profile](#) and updated [CRMP Risk Review 2018](#) are available on the Service website. Each local Fire Station also has its own Station Risk profile, updated annually. The profiles can be found in the [Fire Stations](#) section of the Service website by following the links to individual Fire Stations.

The latest [Fire Authority Annual Report 2019-20](#) provides more detail on progress made in delivering our plans and services over the previous year. It also includes our CRMP Action Plan for 2019-20, which sets out the services we will be delivering over the forthcoming year, including how we organise our fire and emergency cover arrangements in the light of changing risks and resources.

Highlights from last year include the development of the Safe and Well Visits programme, a series of fire safety advice sessions to residents and owners of high rise buildings in the wake of the Grenfell Tower tragedy, the start on site of the new Wyre Forest Emergency Services Hub building, and a wide range of multi-agency collaboration initiatives and exercises. Another milestone in the year was the completion of our Headquarters relocation alongside West Mercia Police at their Hindlip Park campus in Worcester. This brings both emergency services' senior management, control and support services together in the same place, and we believe this will bring many benefits over the years as we share a joint focus on keeping our communities safe.

We also [formalised](#) our continuing work with Shropshire Fire and Rescue Service by establishing a [Strategic Fire Alliance](#), which will give us improved capacity and resilience and will help to make sure we can continue delivering our services successfully into the new decade. Three immediate joint priorities were identified:

- a. [Fire Control](#): scoping future requirements for ensuring a resilient Command & Control function,
- b. [IRMP/CRMP](#): reviewing options for aligning integrated risk management planning processes, and
- c. [ICT](#): developing organisational arrangements for provision of Information & Communications Technology functions.

### Strategic Fire Alliance development strands



Each of these priorities was developed further during the year. In particular, [the current CRMP was extended](#) by one year to enable both Services to work together on the preparation of new CRMPs (called an Integrated Risk Management Plan in Shropshire Fire and Rescue Service) to cover the period 2021 to 2025.

In addition to the Service's Active Incident Monitoring process, the programmes of Operational Assurance audits continued throughout the year to help ensure firefighter practical skills, fire stations and fire control processes meet safety critical requirements. Findings continue to be positive and any actions needed are noted and followed up.

The [Transparency](#) pages on the Service website help to make as much information about how our organisation delivers its responsibilities as freely available as possible. We also publish a quarterly [Performance Snapshot](#) giving information on operational assurance and performance covering firefighter safety, community safety and quality services.

Over last summer, inspectors from [Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service](#) (HMICFRS) carried out an in-depth review of our Service, focusing on how effective and efficient we are and how well we look after our people. Their report found we were good at keeping communities safe and doing our job effectively, but it also found areas where we could use our limited resources more efficiently and support our workforce better.

A summary report of the inspection is set out in the [Fire Authority Annual Report 2019-20](#), available on the Service website. The [full inspection report](#) is also available on the HMICFRS website.

Action to address issues raised in the inspection report are set out in an [Improvement Plan](#), which is updated quarterly and published on the Service website.

In the light of the HMICFRS inspection report and in keeping with the Service's drive for continuing excellence, the Service has reviewed its overall purpose, vision and values to make sure it is firmly focused on making our communities safer.

These new principles are captured below:

Our new **Core Purpose** states simply why we are here:

**“Keeping people safe from fire and other risks – responding efficiently and effectively to incidents and emergencies.”**

This reflects our core work in prevention, protection and response and focuses firmly on keeping our communities safe.

Supporting our Core Purpose, there is the Vision and Mission statement. The Vision is aspirational, showing what we want to achieve, while the Mission shows what we will do every day to try to achieve the Vision.

The **Vision** builds on and clarifies the ‘Saving More Lives’ vision first introduced in 2016:

**“Saving More Lives: building on our successes to continue to make a difference, improve lives and help secure resilient communities.”**

The Service’s **Mission** to achieve this has also been clarified:

**“As one professional team, we will work hard every day to deliver high-quality, sustainable services to our communities.”**

Supporting these principles, the Service has also adopted a new set of core Values, which set out what is most important to us about the way we work. They help the Service to identify the right ways of working and acting within our organisation and with the public and our partners, and they help us to make important decisions. The **Core Values** are:

<b>Integrity</b>	We will do the right thing and show fairness and consistency in our approach, taking responsibility for the decisions we make and the actions we take.
<b>Teamwork</b>	By working collaboratively, we can exceed expectations and go beyond the achievements of individuals.
<b>Honesty</b>	We will be truthful in our actions and duties to build trust amongst our colleagues and within the communities we serve.
<b>Openness</b>	We will act in a way that is transparent and open to review and will welcome new or innovative ways of thinking.
<b>Respect</b>	We value the differences between individuals and will create an inclusive environment which recognises everyone’s experiences and opinions.

## Directory of assurance documents

The following directory provides links to documents available on the [Service website](#) and to others held on external websites.

### A. Governance

The Fire Authority is fully committed to supporting the Government's transparency initiative, promoting openness and accountability through reporting on local decision making, public spending and democratic processes. The Service website lists all the relevant information through its [Transparency Code of Practice](#), including:

- [Annual Governance Statement 2018-19](#) (included in the Statement of Accounts 2018-19)
- [Code of Corporate Governance](#)
- [Fire Authority Constitution](#)
- [Fire Authority and Committees](#)
- [Transparency](#)

- [Performance Snapshot](#)
- [Ethical Framework and Code of Conduct](#)
- [Strategic Risk Register \(summary\)](#)

Links to national legislation and other guidance:

- [Fire and Rescue National Framework for England 2018](#)
- [Fire and Rescue Services Act 2004](#)
- [Local Government Transparency Code 2015](#)
- [Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services \(HMICFRS\)](#)
- [West Mercia Police and Crime Commissioner business case](#)

## B. Finance

Details of the Fire Authority's finances and budgeting arrangements can be found in the following documents:

- [Annual Statement of Accounts 2018-19](#)
- Link to previous [Statements of Accounts](#)
- [Budget and Precept 2019-20 and Medium Term Financial Plan](#), [Appendices 1-8](#) and [Appendix 9](#)

Reports of internal audits and external audit reviews can be found at the following links:

- [Internal Audit Annual Report 2018-19](#) (including Internal Audit Charter)
- [Internal Audit External Assessment 2017-18 – update report](#)
- [External Audit Findings Report 2018-19](#)

The Service website has further information on spending and links include:

- [Council Tax 2019-20](#)
- [Invoice payments over £250](#)

- [Pay Policy Statement](#)

Links to national legislation and other guidance:

- [Local Government Act 1999](#)
- [Accounts and Audit Regulations 2015](#)
- [Local Government Finance Act 1988](#)
- [Local Government Act 1972](#)
- [Chartered Institute for Public Finance and Accountancy \(CIPFA\) Codes of Practice](#)
- [Public Sector Internal Audit Standards](#)

Previous Statements of Assurance can be found at the following link:

- [Statements of Assurance](#)

## C. Operations

The Fire Authority publishes reports on all its services, including the overall strategy, operational performance, policies and financial plans. Key documents include:

- [Fire Authority Annual Report 2019-20](#)
- [Community Risk Management Plan 2014-2020](#)
- [Midpoint Review of the CRMP](#)
- [CRMP Demographic Profile 2018](#)
- [CRMP Risk Review 2018](#)
- [Annual Performance 2018-19](#)
- [Link to Strategies](#)

The Service website provides a wide range of information about the Fire Authority and the Fire and Rescue Service, with five main sections:

- [About Us](#)
- [Safety and Advice](#)
- [Your Right To Know](#)

- [Join Us](#)
- [News and Events](#)
- There is also a [Publication Scheme](#), which sets out what information we make publicly available.

Links to national legislation and other guidance:

- [Policing and Crime Act 2017](#)
- [Fire and Rescue Services Act 2004](#)
- [Civil Contingencies Act 2004](#)
- [Regulatory Reform \(Fire Safety\) Order 2005](#)
- [Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#)
- [Localism Act 2011](#)
- [Health and Safety at Work etc. Act 1974](#)
- [Fire and Rescue National Framework for England 2018](#)

## Your right to know: access to information

Hereford & Worcester Fire and Rescue Service collects and maintains information and data to enable it to carry out our statutory duties. A great deal of information on the Service is already available in the public domain through our [Publication Scheme](#) and [Transparency](#) webpage. Service staff will help you obtain the information you want unless disclosure would be against the law.

You have a right to request information under the [Freedom of Information Act 2000](#), which gives you a general right of access to recorded information held by the Service. The Act is designed to ensure greater accountability, as well as to promote a more open culture. If you want to know what personal information is held about you, you can make a request under the [Data Protection Act 1998](#). To find out more, please follow the [Access to Information](#) link.



## What do you think of our Statement of Assurance?

We welcome any views you may have on the content of this Statement of Assurance.

If you have any comments or would like to contact us about any issue, please visit our website at [www.hwfire.org.uk](http://www.hwfire.org.uk) where you will find full contact details along with links to further information about our services and activities.

If you have any general enquiries, please call 0345 122 4454 or email us at [info@hwfire.org.uk](mailto:info@hwfire.org.uk).



You can also follow us on

**Twitter** [www.twitter.com/hwfire](https://www.twitter.com/hwfire)



or find us on

**Facebook** [www.facebook.com/hwfire](https://www.facebook.com/hwfire)

Alternatively you may write to:

Hereford & Worcester Fire and Rescue Service Headquarters,  
Hindlip Park,  
Worcester  
WR3 8SP

If you would like this information in an alternative language or format such as large print or audio, please contact us on 0345 122 4454.

## **Report of the Head of HR & Development**

### **Employment Monitoring Report 01 April 2018 – 31 March 2019**

#### **Purpose of report**

1. This report summarises progress against the Public Sector Equality Duty, prior to the publication of the Employment Monitoring Report 2018-19 on the Service website.

---

#### **Recommendations**

***It is recommended the following areas are noted:***

##### **2018-2019**

- i) There have been minimal changes to the overall make up of the Service's workforce since the previous employment monitoring report for 2017-2018.***
- ii) The Employment Monitoring Report 2018-2019 (Appendix 1) is approved for publication.***

#### **Background**

2. The Equality Act 2010 sets out the Public Sector Equality Duty. It requires public bodies with 150 or more employees to publish information at least annually about their employees, to further the aims of the Equality Duty and to consider how activities affect people possessing one or more of the nine protected characteristics, which are as follows:

Age  
Disability  
Gender reassignment  
Marriage/civil partnership status  
Pregnancy and maternity  
Race  
Religion or belief  
Sexual orientation

3. Effective monitoring is an important tool for measuring performance and progress towards equality and diversity objectives and for ensuring a more inclusive working environment. It enables the Service to examine how employment policies and processes are working and to identify areas where these appear to be impacting disproportionately on certain groups of staff. This should lead to more informed and inclusive decision making in activities affecting the workforce, for example, recruitment, selection and promotion.

- Effective monitoring also helps in minimising possible legal, financial and reputational harm. Understanding the composition of the workforce also enables the Service to highlight differences between groups to help identify, tackle and prevent issues that could otherwise undermine employee engagement and working relationships.

## Employment Monitoring Data Trends

- The Employment Monitoring Data covers six main areas: staff in post, applications for employment, and applications for promotion, leavers, casework and unsuccessful fitness test. The full set of data is set out in Appendix 1.
- While there has been little change in employment information relating to the Protected Characteristics since the previous Employment Monitoring Data Report in 2017-18, there has been progress in a number of areas, as noted below.

### Staff in Post – Data set 1

- The overall figures for staffing have historically been based on the accumulative totals of the number of staff employed under each work group i.e. 742. (This is in line with National guidelines). However, 59 staff have secondary contracts; therefore the actual number of staff employed by the HWFRS is 683.
- The data sets contained within the Employment Monitoring data report 2018/2019 are based on the overall staffing figure of 742.

Work Group	Total posts occupied	Of which are Secondary roles	Actual Staff
Whole Time	231	0	231
Fire Control	22	0	22
Support Staff	118	2*	116
On-call (RDS)	371	57*	314
<b>TOTALS</b>	<b>742</b>	<b>59</b>	<b>683</b>

*\*2 Support staff have 2, part-time, support roles*

*\*\* 57 On-call (RDS) roles are secondary to primary roles as indicated below:*

<i>Number of Fire Control with RDS roles</i>	<i>2</i>	<i>Number of Support staff with RDS roles</i>	<i>18</i>
<i>Number of Wholetime with RDS roles</i>	<i>34</i>	<i>RDS who cover 2 stations</i>	<i>3</i>

- Since 2012-13, the overall number of actual employees has reduced from 844 to 683. In 2018/19 this is an overall reduction of 5 employees compared to last year (total staff in 2017/18 was 688). This reduction is in line with the Service Workforce Plan leading up to 2020.

## **Gender**

10. The total number of female staff has decreased from 129 in 2012/13 to 110 in 2018/19, this is however an increase of 3 females compared with 2017/18 overall figures.
11. The number of female Whole time Fire Fighters has increased by 2 compared to last year whilst both the RDS and Fire Control have decreased by 1 female (1:1 respectively). A National Campaign was launched to promote the role of On Call Fire Fighters, including targeted advertising for females.
12. It has been recognised that more support is required for female applicants at an earlier stage of the recruitment process for example regarding the physical tests. There is now more of an emphasis on additional support for female applicants going forward and this will be reflected in our Positive Action Strategy.

## **Ethnicity**

13. The overall number of Black and Minority Ethnic (BME) staff is 15, an increase of 2 compared to 13 last year. The number of White British, White European and White Other is 645. Non-disclosure from staff has increased to 23 from 16 for the last 2 years.

## **Sexual Orientation**

14. A total of 10 staff declared their sexual orientation as either Bisexual or Gay/Lesbian; this is up by 3 compared to last year. 278 staff preferred not to say, a decrease of 33 compared to 311 last year.

## **Disability**

15. The number of employees declaring themselves as disabled has reduced to 10. This is a reduction of 3 compared to last year. Support Staff have decreased by 1, RDS have decreased by 2. All staff declared either yes or no to this category. No one declined to declare.

## **Religion**

16. Overall these figures have remained relatively static for all areas. There has been an increase of 16 in the no religion category. There has been a reduction in the number of staff who had previously preferred not to say from 308 to 283.

## **Age**

17. The majority of staff across all work groups (Whole Time, RDS, Fire Control & Support Staff) fall within three main age ranges: 25 to 35 = 175, 36 to 45 = 184, 46 to 55 = 234.
18. This latter category is significant for Whole Time staff due to implications of the 1992 Pension scheme and the ability to retire at 50. There are currently 30 staff that this applies to. The remaining staff fall within the following age ranges: 17 to 24 = 23, 56 to 65 = 64, 66+ = 3. The workforce age profile is routinely monitored via the Workforce

Planning Group in order to ensure effective service delivery and to schedule future recruitment and promotion campaigns.

### **Recruitment - Data set 2**

19. The overall 2018/19 recruitment data includes information relating to the National On-Call Firefighter recruitment campaign. HWFRS fully utilised this campaign including publishing new case studies. This resulted in an increase in the expressions of interest received, with an average increase of 555%!
20. When comparing recruitment data for On-Call, Fire Control and Support Staff recruitment only, there has been a reduction in the number of applications received from 341 in 2017/18 to 296 in 2018/19, even with the high levels of interest in On-Call roles. Support Staff applications reduced from 162 male applications in 2017/18 to 87 in this period.
21. Female Support Staff applications received increased by 9 in the same period. The number of female applications for On-Call roles, reduced from 17 to 15 this year. Applications from Black and Minority Ethnic applicants reduced by 6 down to 12 compared to last year.
22. In the year 2018/19, there were more male applicants than females for Support Staff roles (87 & 62 respectively). This reflects our continuing commitment to increasing the diversity of our workforce.

### **Promotions – Data set 3**

23. 125 candidates applied for promotion opportunities during 2018/19. Out of those, 43 were appointed. These were 39 male and 4 female.
24. Of those 125 candidates who applied for promotion there were 115 males, 9 females and 1 preferred not to say. This equates to a 44% success rate for female promotion candidates and a 34% success rate for males. No Black and Minority Ethnic (BME) candidates applied for promotion.

### **Leavers - Data set 4**

25. 2018/19 has seen an increase in the numbers of leavers from 76 up to 121. The majority of leavers were due to 75 resignations.
26. 53 resignations were from On Call staff, 5 Whole time, 15 Support staff and 2 from Fire Control. HWFRS are reviewing the Exit Interview process (and subsequently the policy), in order to understand this area more fully. Retirements were back up to 25 (same as 2016/17) after a drop to 12 in 2017/18.
27. 100 leavers were male and 21 female. 113 were white and 8 did not say.

## **Case Work – Data set 5**

28. 2018/19 saw a decrease in the number of discipline cases falling from 23 last year to 8 in this year. 5 of these related to RDS staff, 2 to Support Staff and 1 related to Whole time staff. None of these staff were female or of Black and Minority Ethnicity.
29. Grievances have increased slightly from 4 to 6. There were 4 from Support Staff and 2 from Fire Control. None of these grievances involved staff from any protected characteristic groups. All 6 were from males.
30. One male employee raised issues in relation to harassment and bullying during this period. There is nothing in the trend data over the last 5-6 years to indicate that this is an area of concern as the ratio of males to female is still 1:5. This area will be closely monitored.

### **2018/2019 Activities to address issues raised within this report**

31. There are a number of actions and initiatives underway across the Service contributing to the achievement of our Equality Objectives as underpinned by the People Strategy 2017-2020.
32. The Organisational Development and Challenge Group (ODCG) acts as a critical friend in challenging our plans and processes in order to improve equality, diversity, consistency, transparency and outcomes.
33. In addition governance is provided via the Workforce Planning Group and the FRA Audit and Standards Committee.
34. As a result of reviewing the 2018/19 Employment Monitoring Data a number of initiatives will take place during 2019/2020 including:
- a) Training for managers in discipline and grievance handling and managing difficult situations.
  - b) Development of a Positive Action Strategy and programme to support On Call recruitment.
  - c) Commencement of a working group of female employees to support development of our positive action programme.
  - d) A review of our Equality, Diversity and Inclusion Strategy for launch in April 2020 to address key areas as outlined in this report.
  - e) Launch of a Service wide Community and Equality and Diversity Allies programme to support staff and new or potential recruits from underrepresented groups.
  - f) Encouraging staff to accurately record their equality data.
  - g) A review of the exit interview process and data analysis to help identify ways to improve the retention of On Call staff.

- h) Attending both the Worcester Pride Event and the Malvern Pride Event during the summer to support our local communities.
- i) Creation and review of key policies including 'Transitioning at Work - A Guide for Employees and Managers'. The purpose of this guide is to assist Trans employees and managers in HWFRS with practical information on workplace support.
- j) Attendance at Asian Fire Service Association and Networking Women in the Fire Service events.

## Conclusion

35. The Service continues to prioritise our continued commitment to equality and diversity and will provide updates to this Committee. All employment monitoring data will be published on the Service website in accordance with the Public Service Equality Duty.

## Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	None
<b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	Supports and enables the People Strategy and underpins the Equality Objectives.
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	None
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	None
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	Not applicable however this report demonstrates our commitment to embed the Equality Duty

## Background and Supporting Information

Appendix 1: Employment Monitoring Report 01 April 2018 – 31 March 2019

### Contact Officer

Anna Davidson, Head of HR & Development  
 (01905) 368355  
 Email: [ADavidson@hwfire.org.uk](mailto:ADavidson@hwfire.org.uk)

# Employment Monitoring Report

1 April 2018 - 31 March 2019



HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE




# Introduction

Hereford & Worcester Fire and Rescue Service (HWFRS) is committed to challenging discriminatory behaviour and practices. We are committed to creating an environment where our staff feel safe, secure, valued, motivated and developed so that they have the skills, knowledge and abilities to confidently flourish; enabling them to provide the highest quality service to the communities we serve. We want to ensure our teams accurately reflect the diversity of our communities and that we are also recognised as an employer of choice.

We are corporate members of the Asian Fire Service Association and Networking Women in the Fire Service UK. These networks provide support to staff within these groups and assist the Service with development of our organisational culture, values, behaviours, recruitment and retention initiatives.

In 2018 we signed the Dying to Work Charter which sets out an agreed way in which an employee should be treated and supported in the event of a terminal diagnosis. The charter is about choice. It's about giving an individual options around how they want to proceed at work, which we fully support.



**Nathan Travis**

**Chief Fire Officer/Chief Executive**



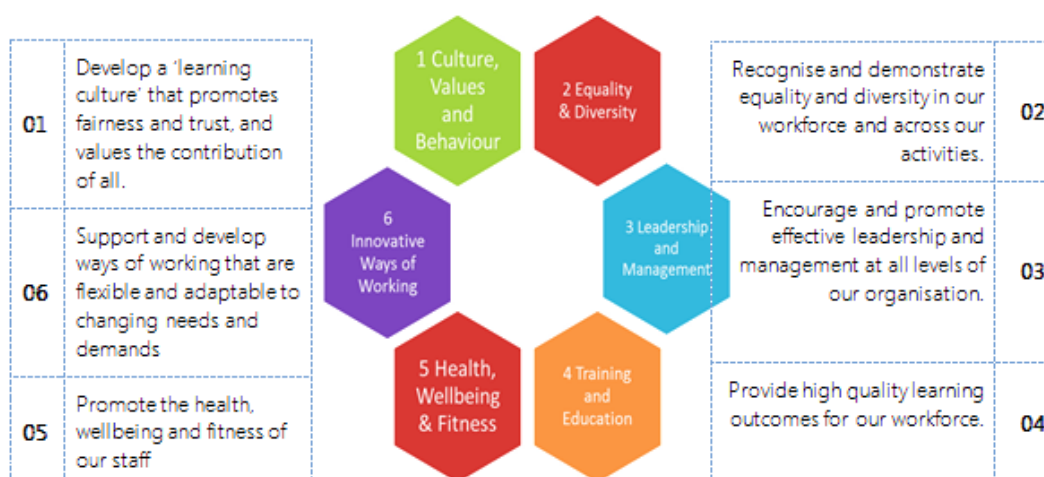
# People Strategy

In 2017 we developed a People Strategy, its strategic aim is to ensure we develop and maintain a well-skilled, diverse workforce able to deliver sustainable, high quality fire-fighting, rescue, prevention and support services both as a Service and with our partners in the community.

We recognise our workforce is our most valuable asset and is crucial in achieving our core purpose of providing our communities with sustainable, high quality fire-fighting, rescue and preventative services and our overall vision: saving more lives and making a difference every day.

The People Strategy creates a framework to enable this to happen. It is a living document that will change and adapt as we move forward to delivering the Service 2020 vision. It is due to be reviewed and updated in 2020.

Six key commitments have been identified.



## Values

HWFRS have created and updated their Service values with the help, support and input from all staff. The new Service values are:

**Integrity:** We will do the right thing and show fairness and consistency in our approach, taking responsibility for the decisions we make and the actions we take.

**Teamwork:** By working collaboratively, we can exceed expectations and go beyond the achievements of individuals.

**Honesty:** We will be truthful in our actions and duties to build trust amongst our colleagues and within the communities we serve.

**Openness:** We will act in a way that is transparent and open to review and will welcome new or innovative ways of thinking.

**Respect:** We value the differences between individuals and create an inclusive environment which recognises everyone's experiences and opinions.

# The Equality Duty

## Monitoring of Equality Information

The Equality Act 2010 sets out the public sector Equality Duty. The Equality Duty requires public bodies with 150 or more employees to publish information at least annually about their employees, furthering the aims of the Equality Duty and to consider how activities affect people who possess the 9 protective characteristics. These are as follows: age, disability, gender reassignment, marriage/civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This report contains data in relation to staff in post, applications for employment, applications for promotion, staff leaving the Service, staff subject to formal disciplinary procedures, staff who are involved in grievance procedures, the number and nature of harassment and bullying and number of fitness test failures.

## Equality Objectives

The Service's equality objectives have been approved in 2017 and are published on our website, they are:

- **Leadership and Corporate Commitment**  
We will encourage a culture that supports equal treatment, opportunity, inclusion and transparency at all levels of the Authority.
- **Service Delivery and Community Risk**  
We will make sure that our prevention, protection and response activities target the most vulnerable people and the greatest risks.
- **People and Culture**  
To have a diverse workforce that represents our community.

## Equality Framework for Fire and Rescue Services

The Fire and Rescue Service Equality Framework (FRSEF) is part of the Local Government Association's (LGA) sector led improvement offer to the Fire Sector. The LGA and the Home Office want to see a change in the culture in the Fire Service so that workforces reflect the community they serve, ensuring they continue to challenge and eradicate any form of bullying and harassment.

The framework sets out 5 priority areas for improvement underpinned by a range of actions and guidance that HWFRS can use to plan, implement and deliver real equality outcomes for our employees and the community.

The 5 priority areas are:



## Population

Hereford & Worcester Fire and Rescue Service is located in the Heart of England and extends from the metropolitan borders of the West Midlands to the rural southern borderland between England and Wales.

The geographical area amounts to some 390,000 hectares and has a total population of around 749,700. It covers two counties, Worcestershire in the east with a population of 566,169 and Herefordshire to the west with 183,477. Both counties are largely rural, however, Worcestershire's population mainly reside in the towns of Worcester, Bromsgrove, Droitwich, Evesham, Kidderminster, Malvern and Redditch.

The breakdown of the total working age population of the Herefordshire and Worcestershire area is shown in the tables below (figures shown are in '000s').

Worcestershire				
Ethnic Group	Males	Females	All persons	BME %
White	266,563	275,495	542,058	96%
BME	12,228	11,883	24,111	4%
Total	278,791	287,378	566,169	100%
	49%	51%		

Herefordshire				
Ethnic Group	Males	Females	All persons	BME %
White	88,727	91,442	180,169	98%
BME	1,575	1,733	3,308	2%
Total	90,302	93,175	183,477	100%
	49%	51%		

# Hereford & Worcester Fire and Rescue Service Workforce Totals

Workgroup	Headcount
Whole Time	231
Fire Control	22
Support Staff	118
On-call (RDS)	371
<b>Grand Total</b>	<b>742</b>

## Employment Monitoring Data Trends

The Employment Monitoring Data covers six main areas: staff in post, applications for employment and applications for promotion, leavers, casework and unsuccessful fitness test. The full set of data is set out in Appendix 1.

While there has been little change in employment information relating to the Protected Characteristics since the previous Employment Monitoring Data Report in 2017/18, there has been progress in a number of areas as noted below.

### Staff in Post – Data set 1

The overall figures for staffing have historically been based on the accumulative totals of the number of staff employed under each work group i.e. 742. (This is in line with National guidelines). However, 59 staff have secondary contracts; therefore the actual number of staff employed by HWFRS is 683.

The data sets contained within the Employment Monitoring data report 2018/19 are based on the overall staffing figure of 742.

Work Group	Total posts occupied	Of which are Secondary roles	Actual Staff
Whole Time	231	0	231
Fire Control	22	0	22
Support Staff	118	2*	116
On-call (RDS)	371	57*	314
<b>TOTALS</b>	<b>742</b>	<b>59</b>	<b>683</b>

\* 2 Support staff have 2, part-time, support roles

\*\* 57 On-call (RDS) roles are secondary to primary roles as indicated below:

Number of Fire Control with RDS roles	2	Number of Support staff with RDS roles	18
Number of Wholetime with RDS roles	34	RDS who cover 2 stations	3

Since 2012/13, the overall number of actual employees has reduced from 844 to 683. In 2018/19 this is an overall reduction of 5 employees compared to last year. This reduction is in line with the Service Workforce Plan leading up to 2020.

## **Gender**

The total number of female staff has decreased from 129 in 2012/13 to 110 in 2018/19, this is however an increase of 3 females compared with 2017/18 overall figures. The number of female Whole time Fire Fighters has increased by 2 compared to last year whilst both the RDS and Fire Control have decreased by 1 female (1:1 respectively). A National Campaign was launched to promote the role of On-Call Fire Fighters, including targeted advertising for females.

It has been recognised that more support is required for female applicants at an earlier stage of the recruitment process for example regarding the physical tests. There is now more of an emphasis on additional support for female applicants going forward and this will be reflected in our Positive Action Strategy.

## **Ethnicity**

The overall number of Black and Minority Ethnic (BME) staff is 15, an increase of 2 compared to 13 last year. The number of White British, White European and White Other is 645. Non-disclosure from staff has increased to 23 from 16 for the last 2 years.

## **Sexual Orientation**

A total of 10 staff declared their sexual orientation as either Bisexual or Gay/Lesbian; this is up by 3 compared to last year. 278 staff preferred not to say, a decrease of 33 compared to 311 last year.

## **Disability**

The number of employees declaring themselves as disabled has reduced to 10. This is a reduction of 3 compared to last year. Support Staff have decreased by 1, RDS have decreased by 2. All staff declared either yes or no to this category. No one declined to declare.

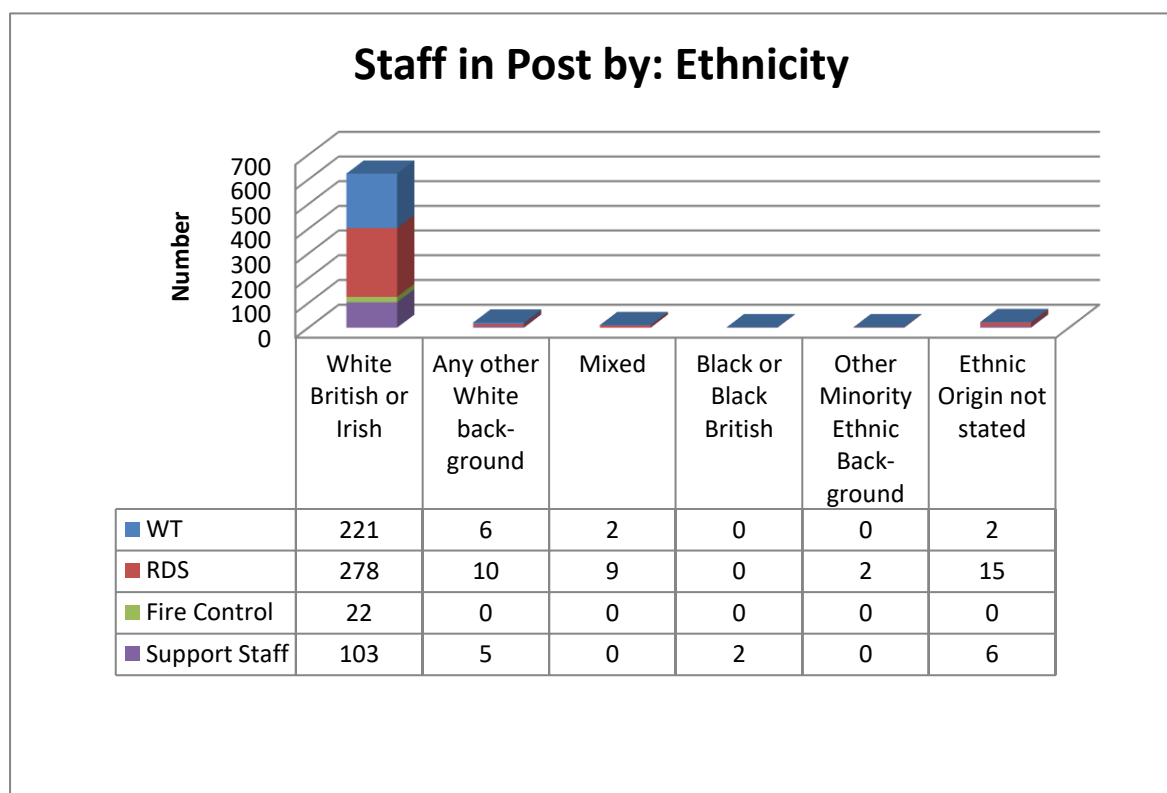
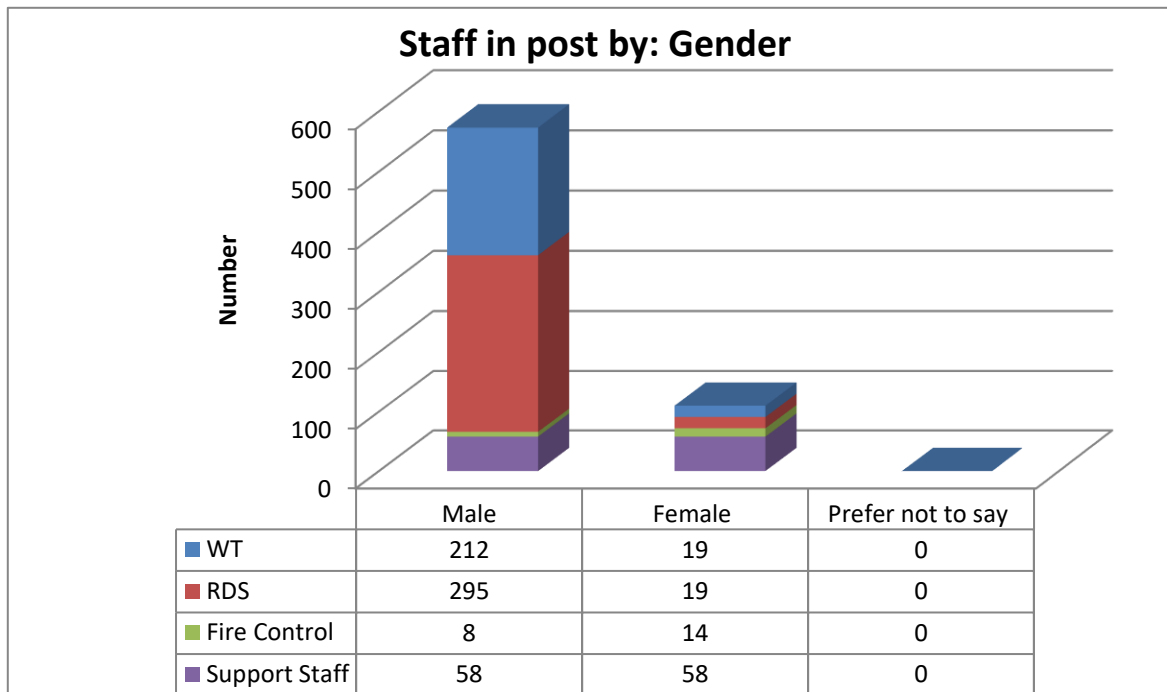
## **Religion**

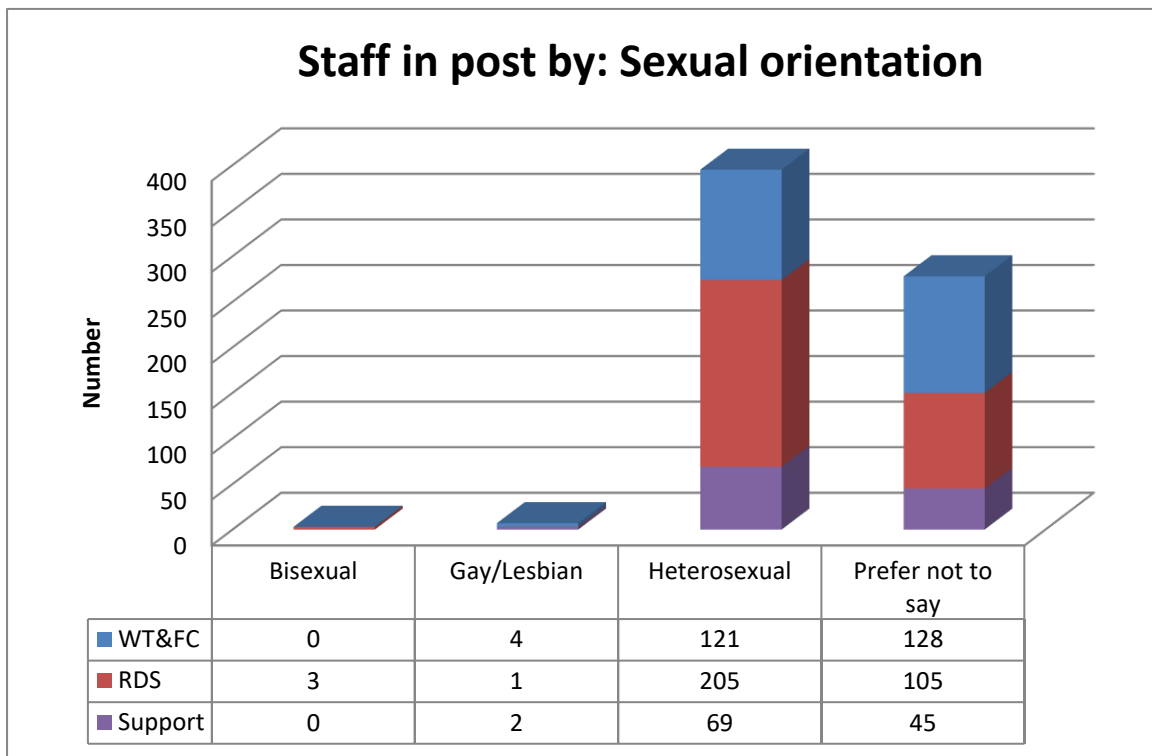
Overall these figures have remained relatively static for all areas. There has been an increase of 16 in the no religion category. There has been a reduction in the number of staff who had previously preferred not to say from 308 to 283.

## **Age**

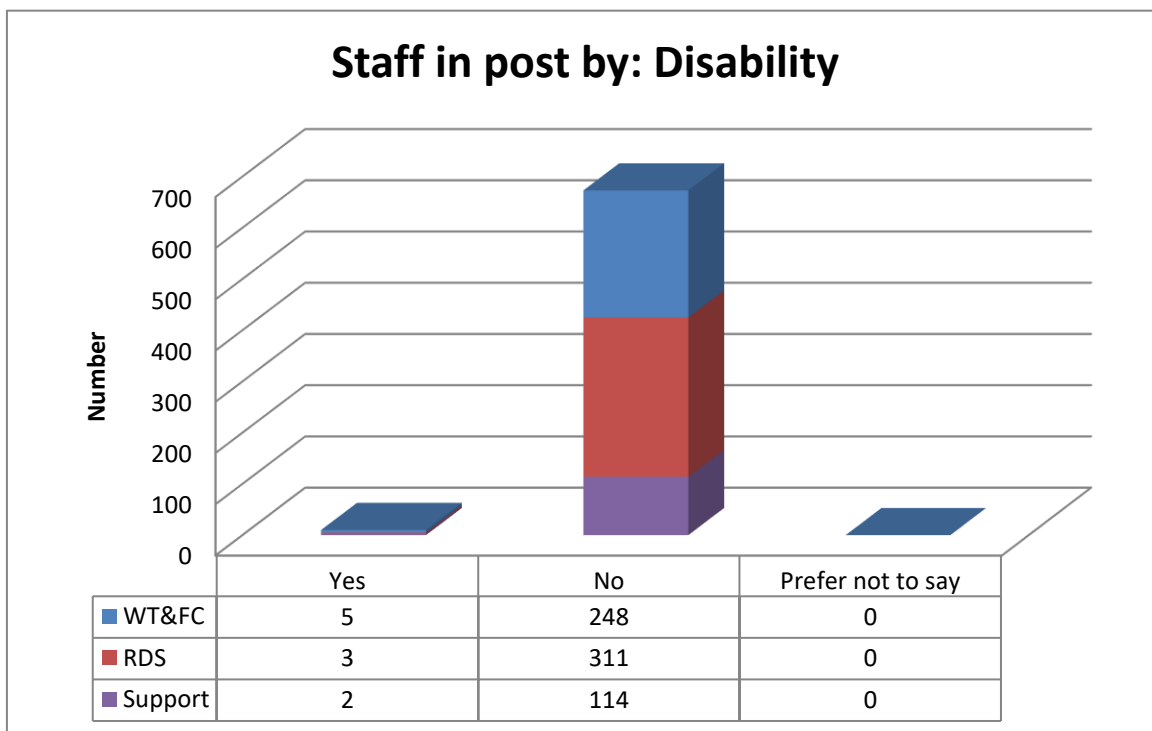
The majority of staff across all work groups (Whole Time, RDS, Fire Control & Support Staff) fall within three main age ranges: 25 to 35 = 175, 36 to 45 = 184, 46 to 55 = 234. This latter category is significant for Whole Time staff due to implications of the 1992 Pension scheme and the ability to retire at 50. There are currently 30 staff whom this applies to. The remaining staff fall within the following age ranges: 17 to 24 = 23, 56 to 65 = 64, 66+ = 3. The workforce age profile is routinely monitored via the Workforce Planning Group in order to ensure effective service delivery and to schedule future recruitment and promotion campaigns.

## 1. Staff in Post Data Set





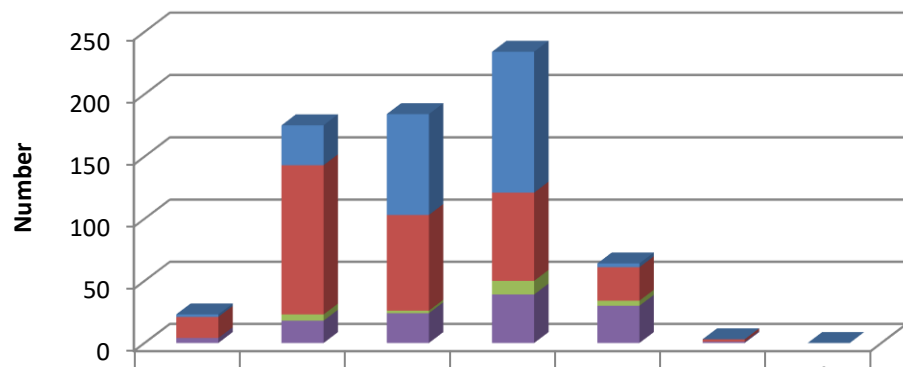
**Note:** in order to ensure anonymity Fire Control and Wholetime figures have been combined



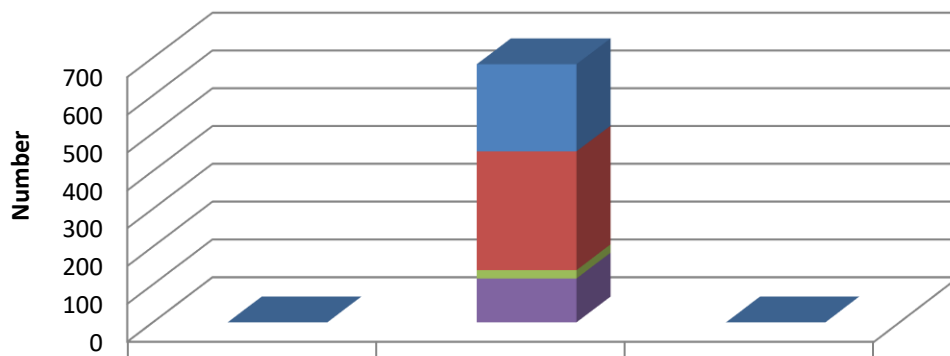
**Note:** in order to ensure anonymity Fire Control and Wholetime figures have been combined



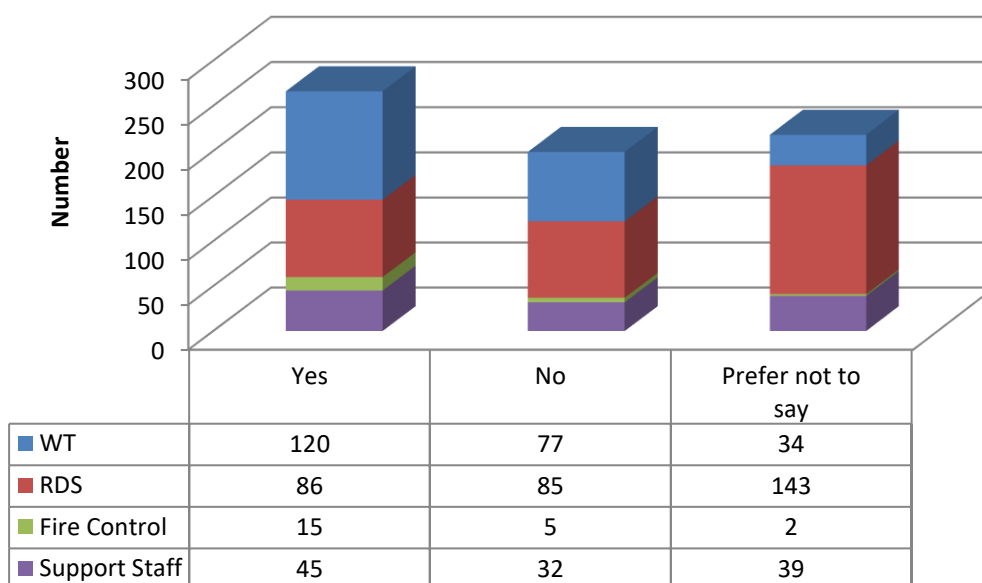
## Staff in Post by: Age



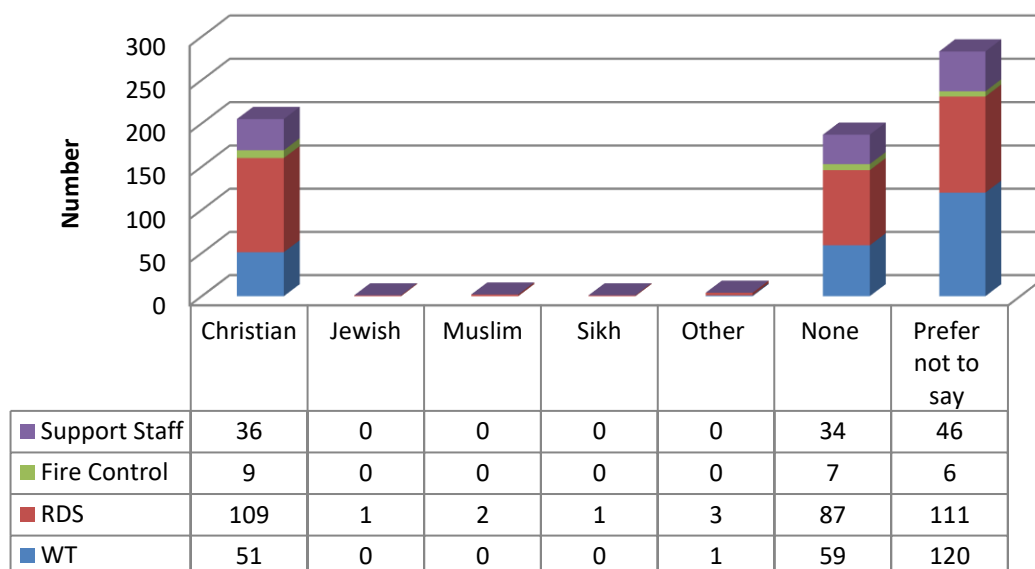
## Staff in post by: Gender Reassignment



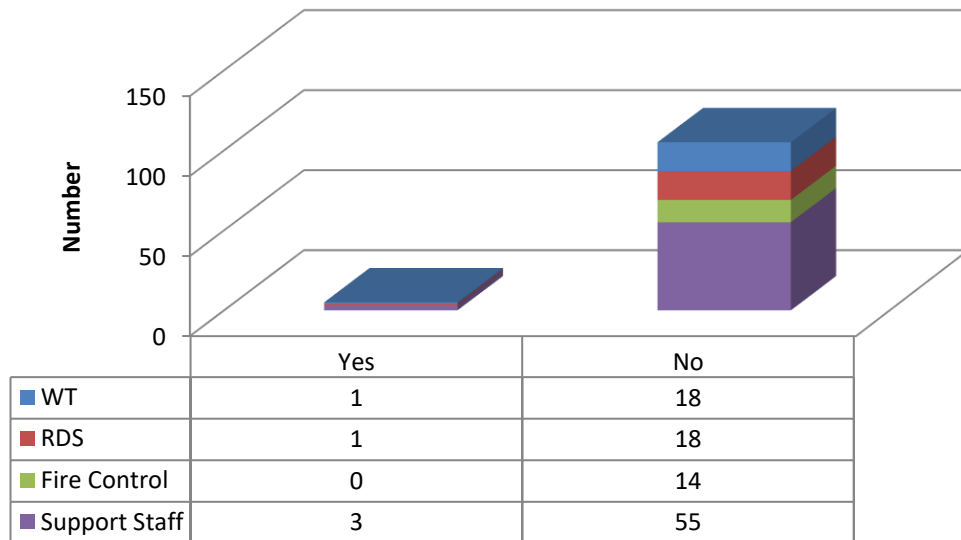
## Staff in post by: Marriage or Civil Partnership



## Staff in Post by: Religion or belief



## Staff in post by: Pregnancy Declared or Maternity Leave



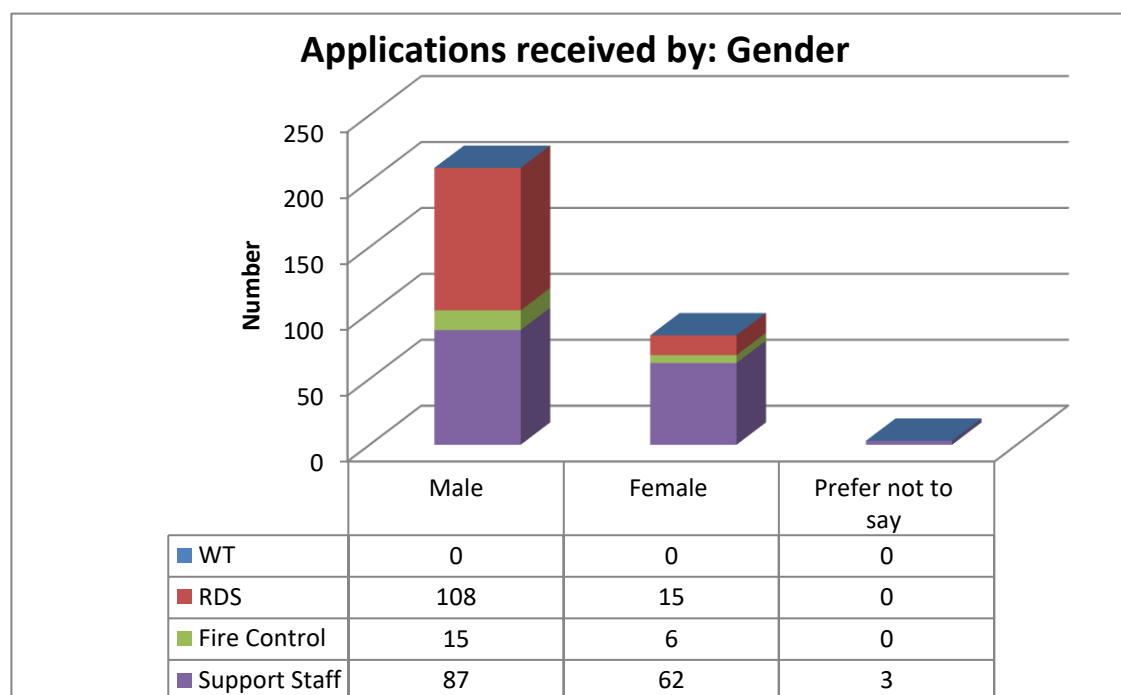
## 2. Recruitment Data Set

The overall 2018/19 recruitment data includes information relating to the National On-Call Firefighter recruitment campaign. HWFRS fully utilised this campaign including publishing new case studies. This resulted in an increase in the expressions of interest received, with an average increase of 555%!

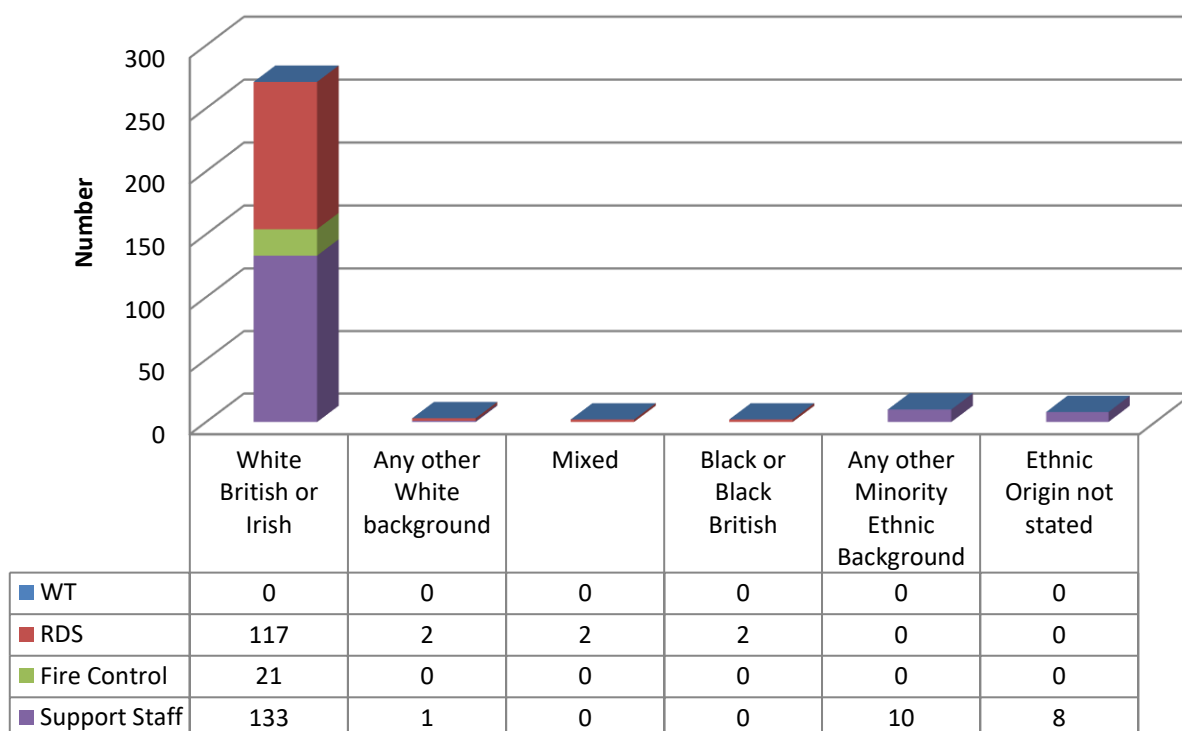
When comparing recruitment data for On-Call, Fire Control and Support Staff recruitment only, there has been a reduction in the number of applications received from 341 in 2017/18 to 296 in 2018/19, even with the high levels of interest in On-Call roles. Support Staff applications reduced from 162 male applications in 2017/18 to 87 in this period. Female Support Staff applications received, increased by 9 in the same period. The number of female applications for On-Call roles, reduced from 17 to 15 this year. Applications from Black and Minority Ethnic applicants reduced by 6 down to 12 compared to last year.

In the year 2018/19, there were more male applicants than females for Support Staff roles (87 & 62 respectively). This reflects our continuing commitment to increasing the diversity of our workforce.

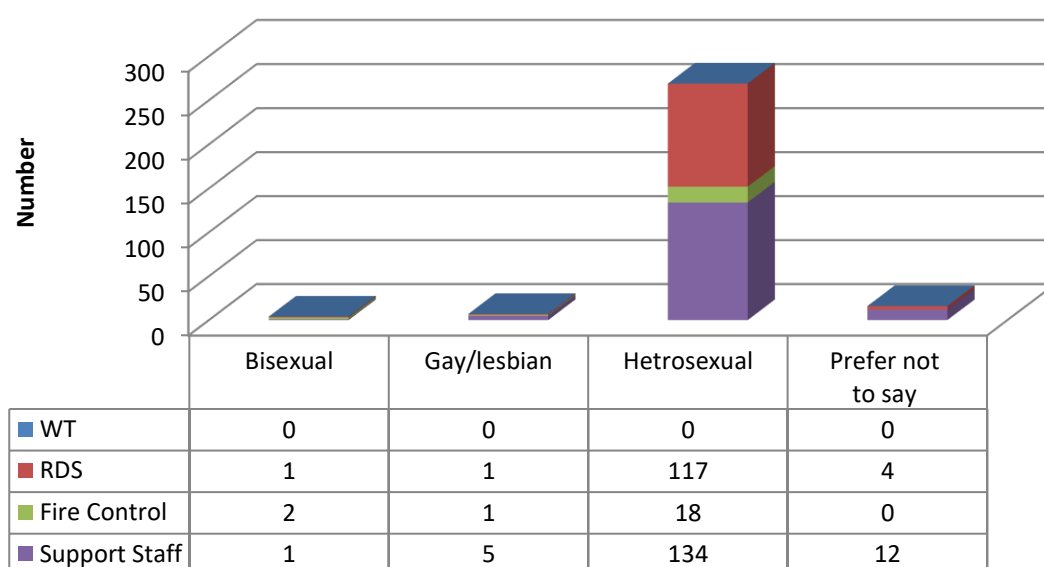
### 2.1 Applications received



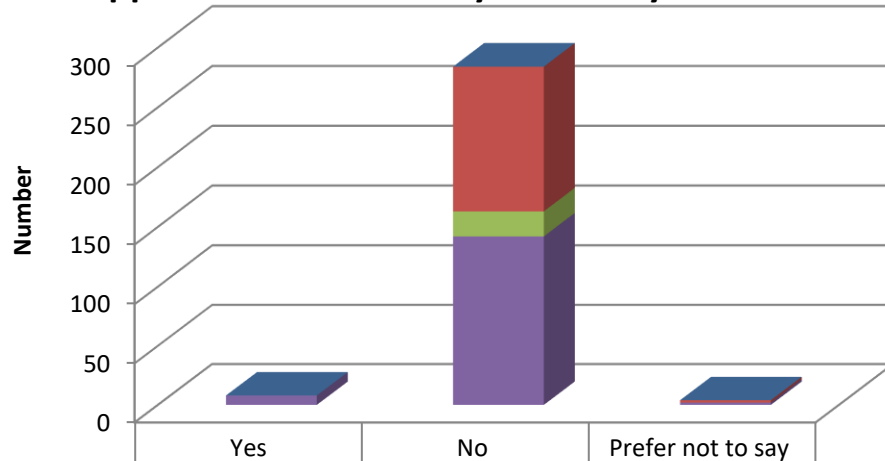
## Applications received by: Ethnicity



## Applications received by: Sexual orientation

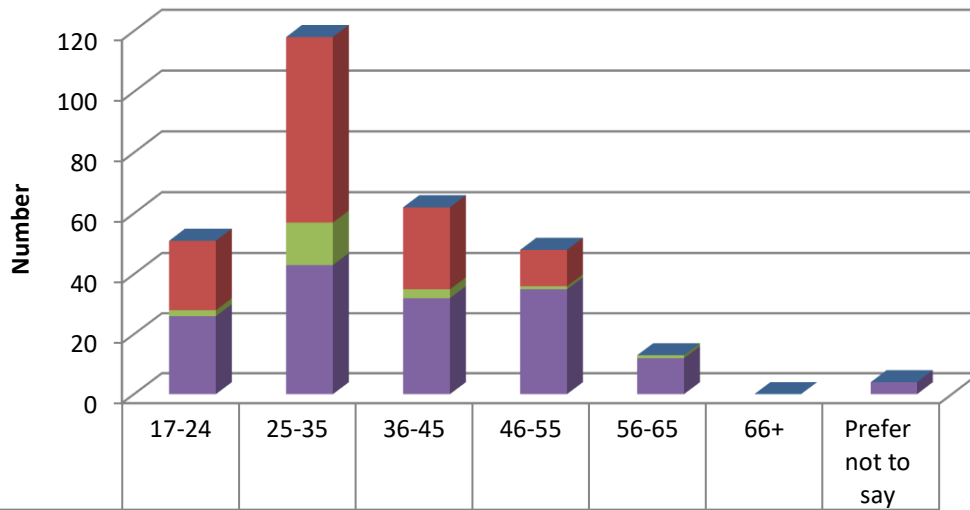


### Applications received by: Disability



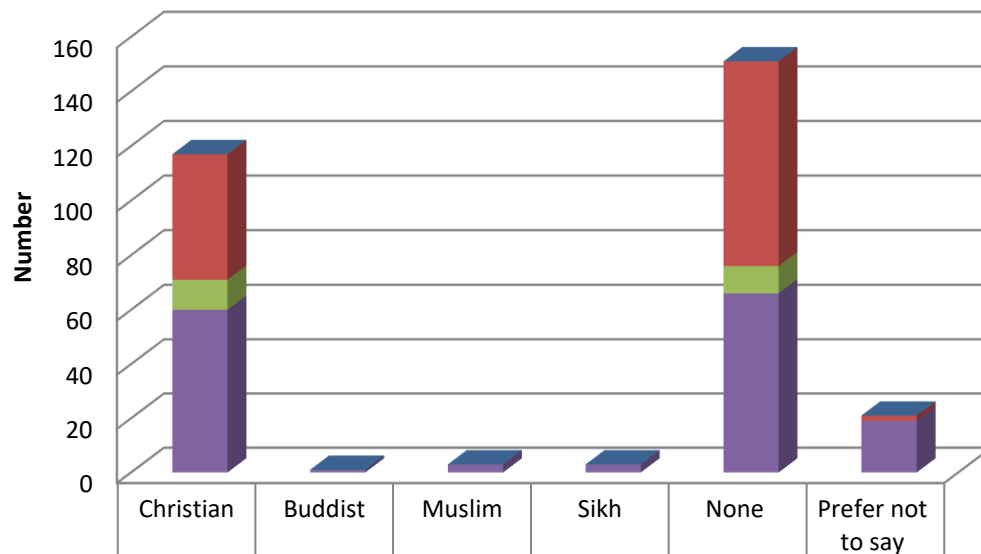
	Yes	No	Prefer not to say
WT	0	0	0
RDS	0	121	2
Fire Control	0	21	0
Support Staff	8	142	2

### Applications received by: Age



	17-24	25-35	36-45	46-55	56-65	66+	Prefer not to say
WT	0	0	0	0	0	0	0
RDS	23	61	27	12	0	0	0
Fire Control	2	14	3	1	1	0	0
Support Staff	26	43	32	35	12	0	4

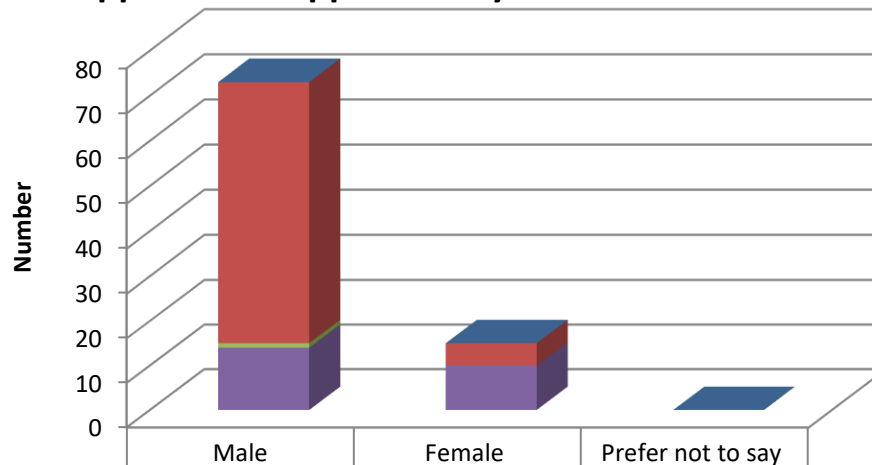
## Applications received by: Religion or belief



WT	0	0	0	0	0	0
RDS	46	0	0	0	75	2
Fire Control	11	0	0	0	10	0
Support Staff	60	1	3	3	66	19

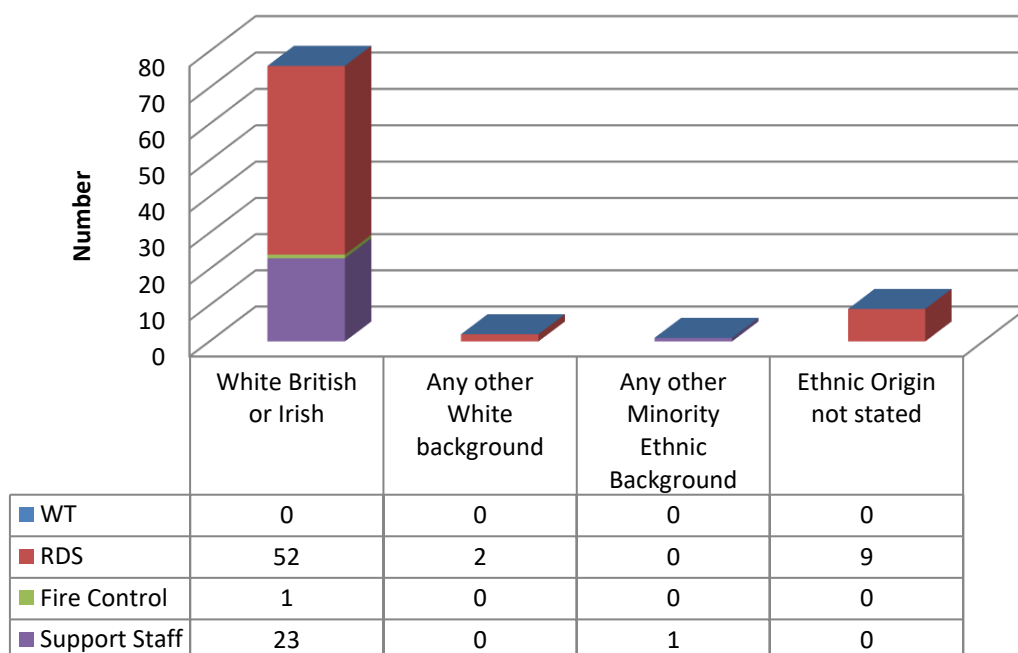
## 2.2 Applicants appointed

### Applications appointed by: Gender

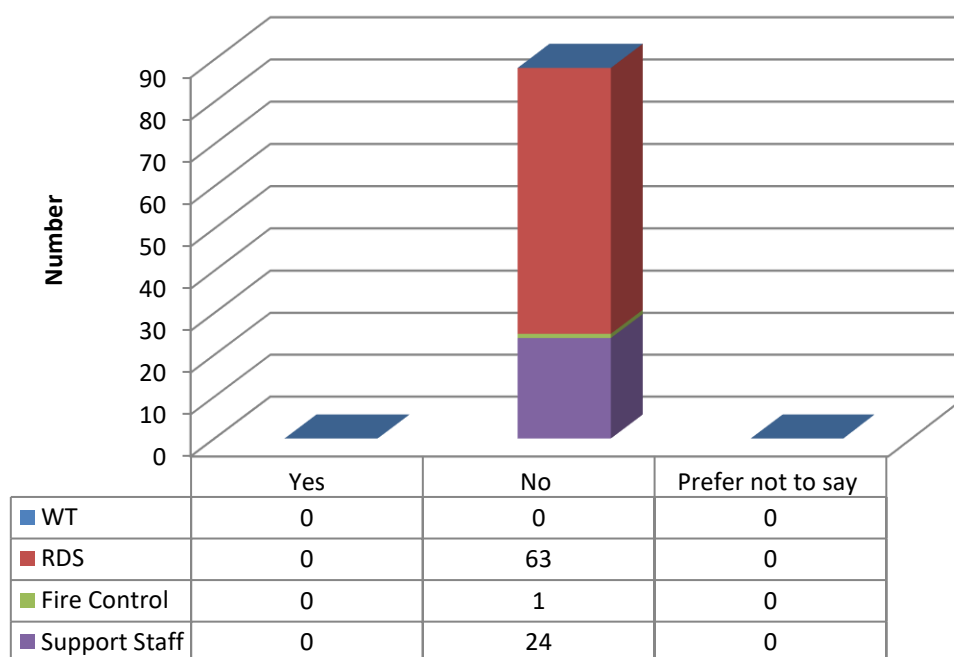


WT	0	0	0
RDS	58	5	0
Fire Control	1	0	0
Support Staff	14	10	0

### Applications appointed by: Ethnicity

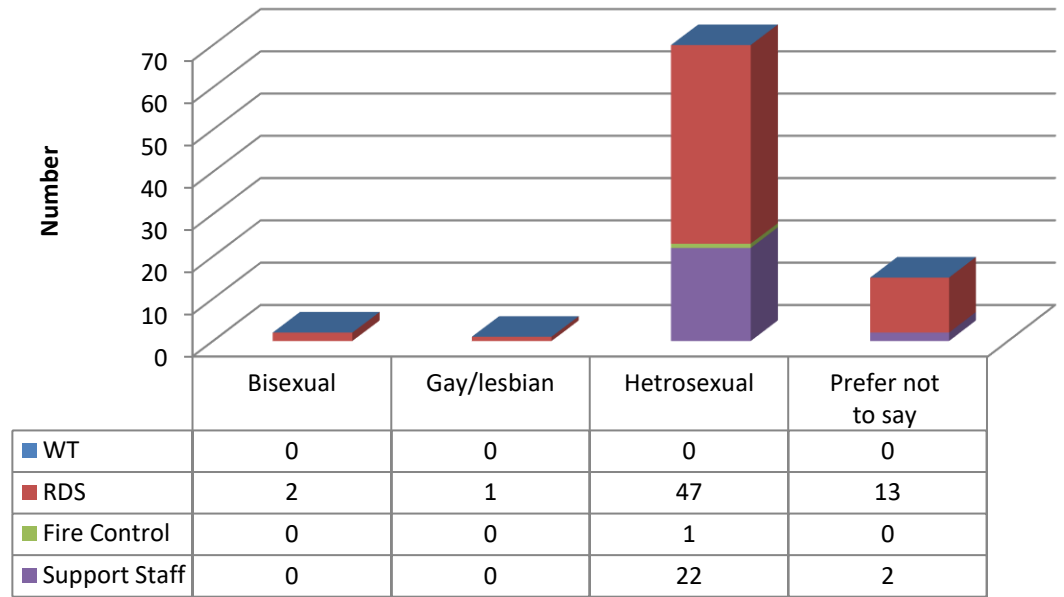


### Applications appointed by: Disability

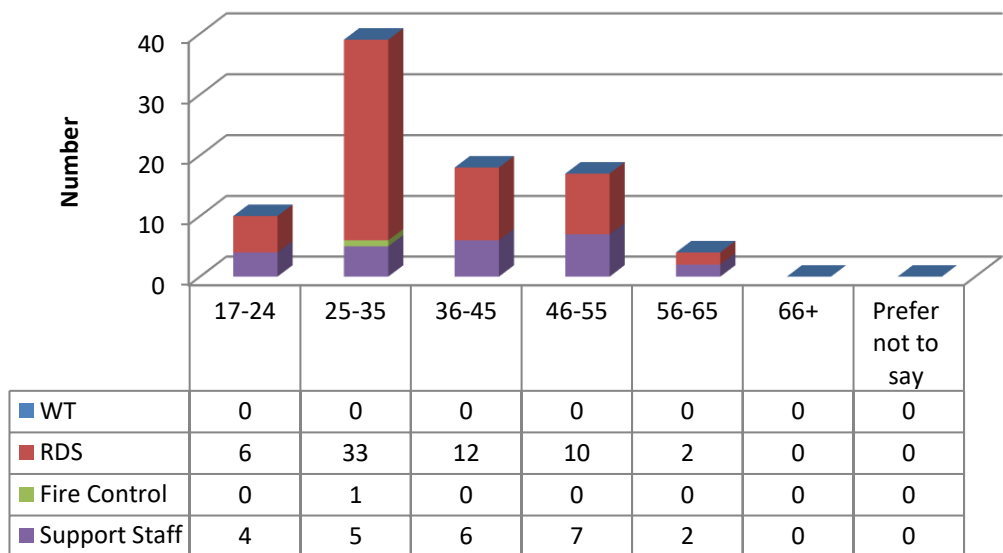




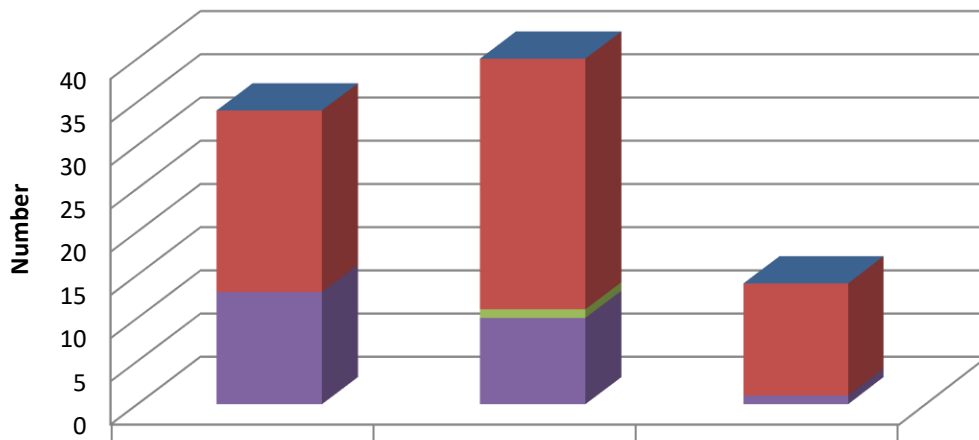
## Applications appointed by: Sexual orientation



## Applications appointed by: Age



## Applications appointed by: Religion or belief

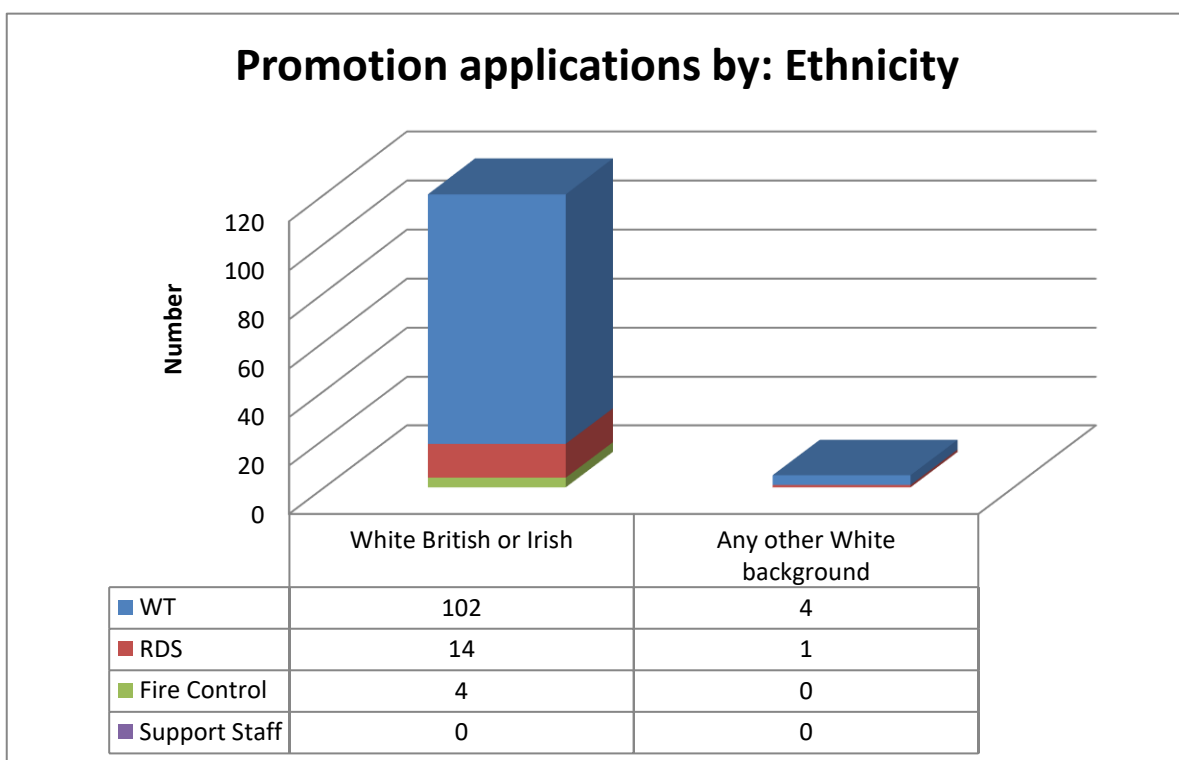
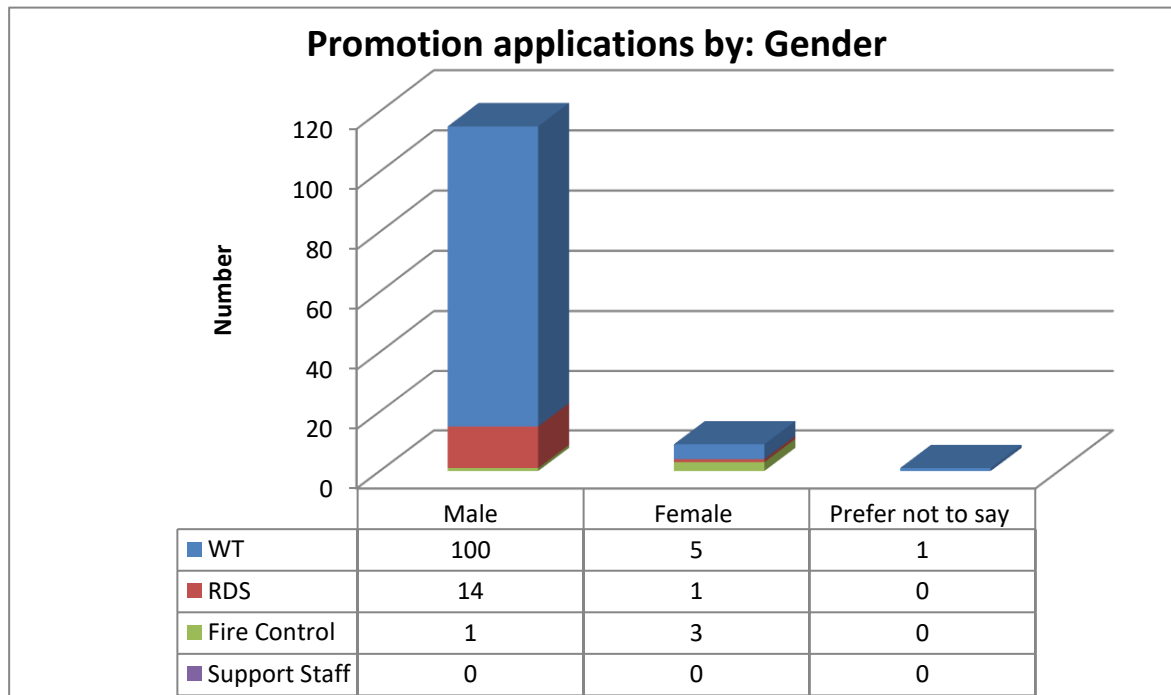


	Christian	None	Prefer not to say
WT	0	0	0
RDS	21	29	13
Fire Control	0	1	0
Support Staff	13	10	1

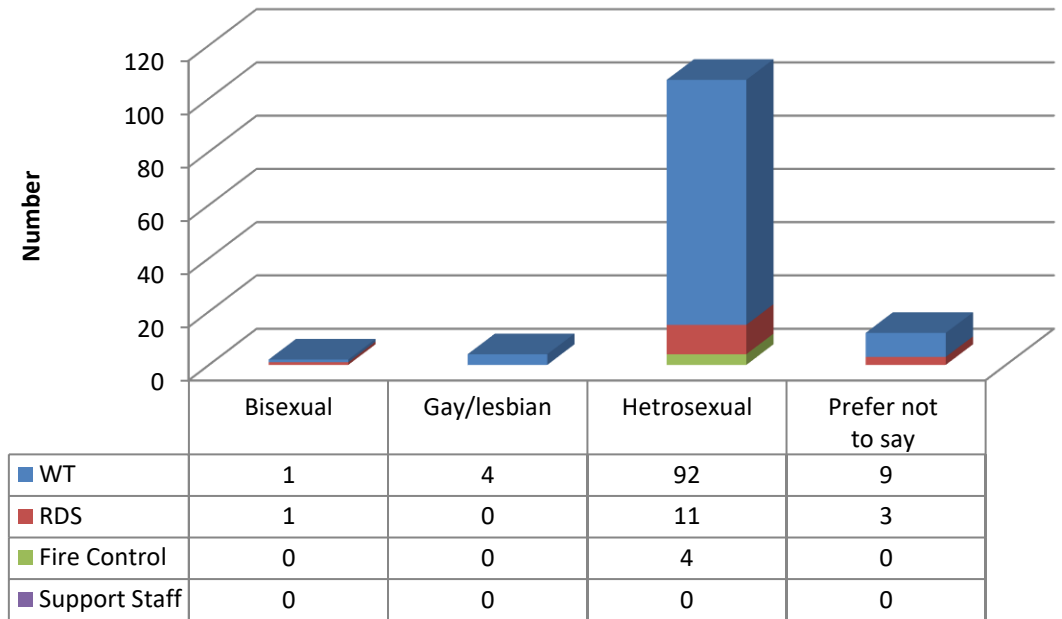
### 3. Promotion applications

125 candidates applied for promotion opportunities during 2018/19. Out of those, 43 were appointed. These were 39 male and 4 female.

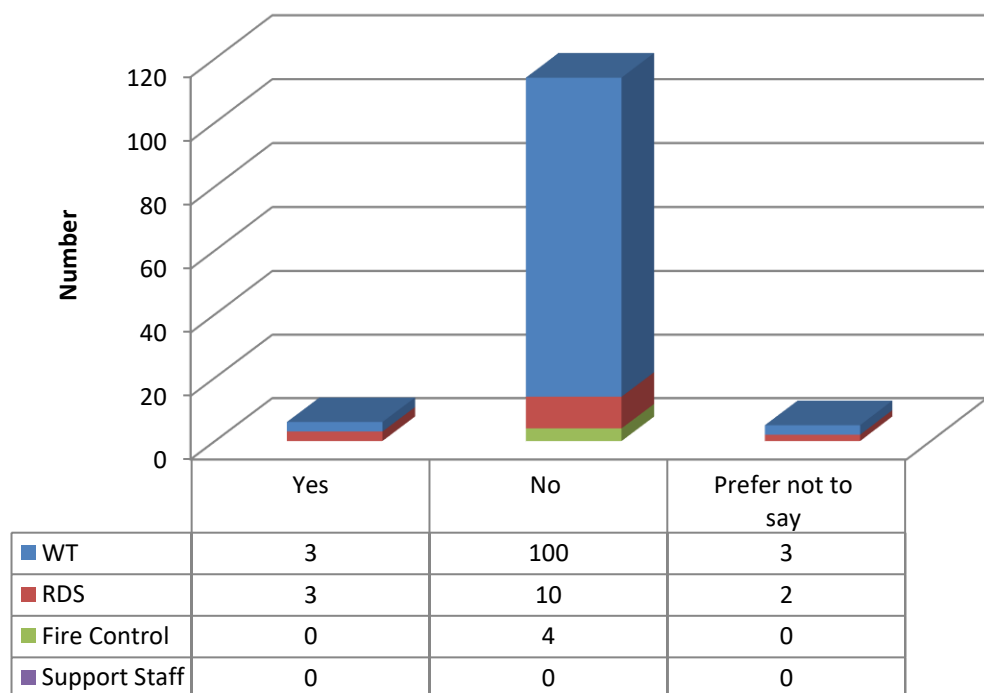
Of those 125 candidates who applied for promotion there were 115 males, 9 females and 1 preferred not to say. This equates to a 44% success rate for female promotion candidates and a 34% success rate for males. No Black and Minority Ethnic (BME) candidates applied for promotion.



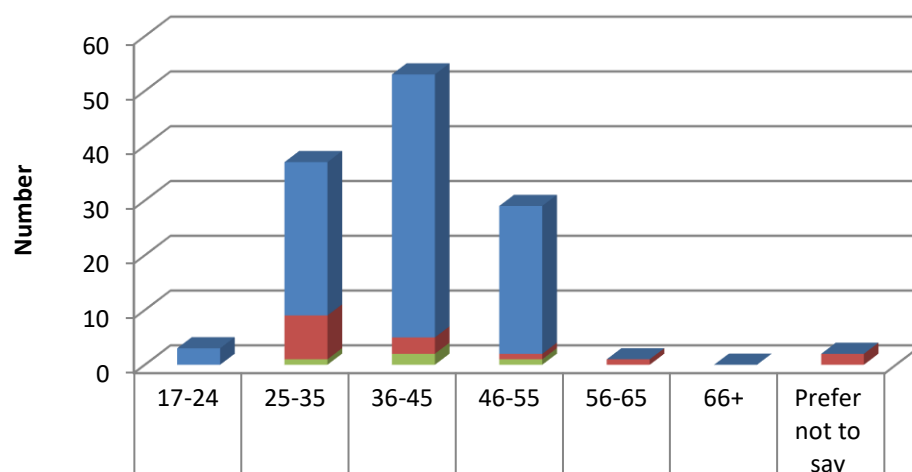
### Promotion applications by: Sexual orientation



### Promotion applications by: Disability

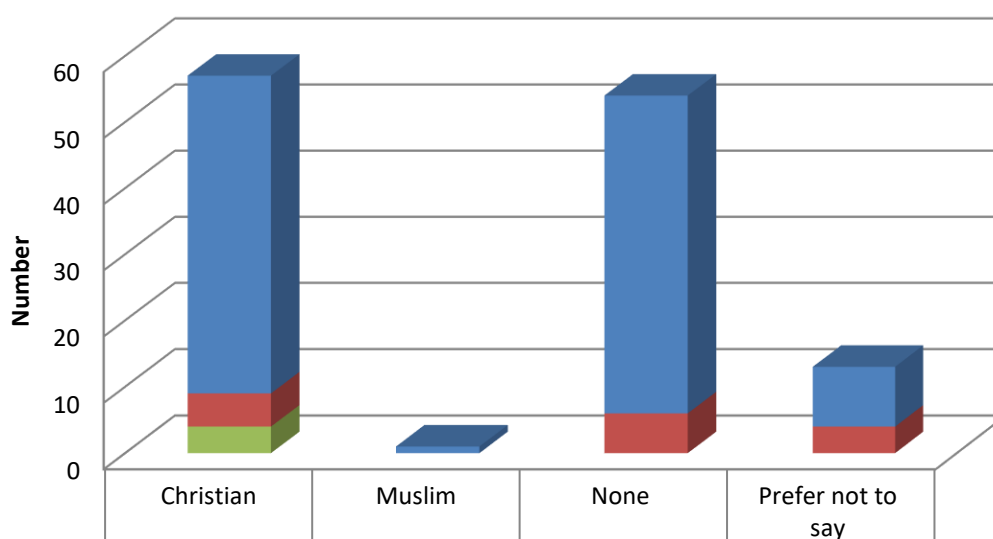


## Promotion applications by: Age



WT	3	28	48	27	0	0	0
RDS	0	8	3	1	1	0	2
Fire Control	0	1	2	1	0	0	0
Support Staff	0	0	0	0	0	0	0

## Promotion applications by: Religion or belief

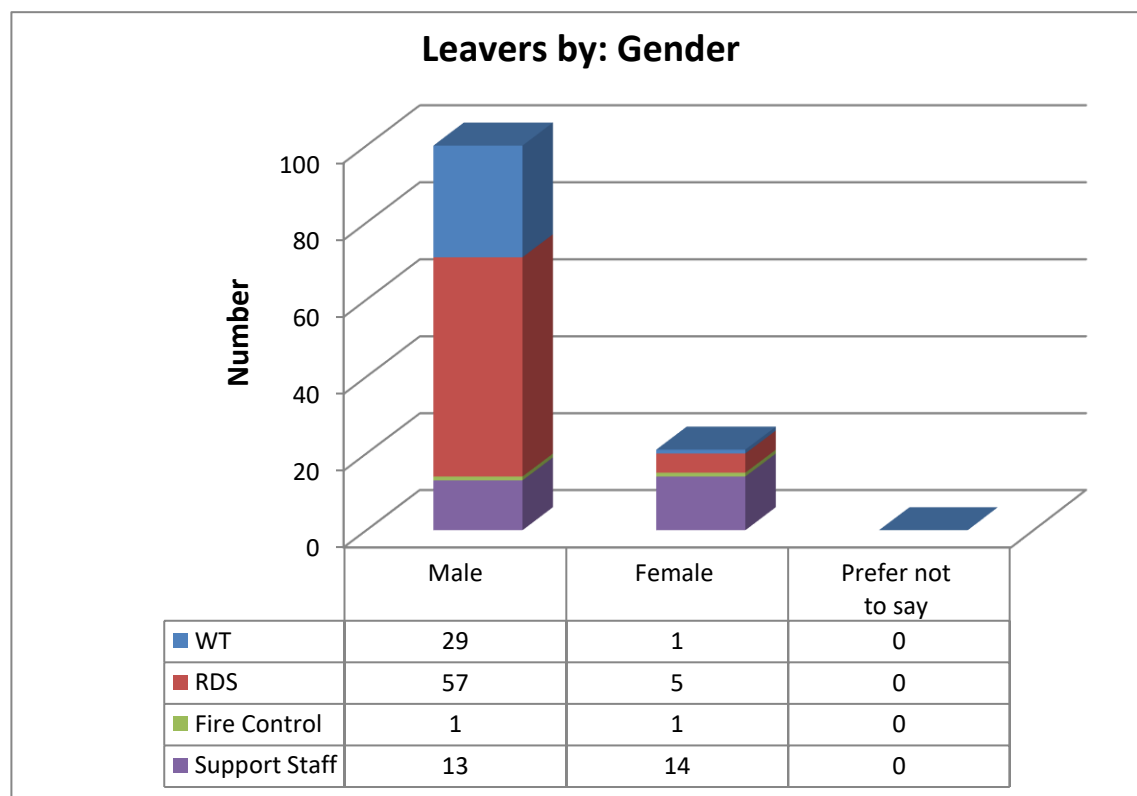


WT	48	1	48	9
RDS	5	0	6	4
Fire Control	4	0	0	0
Support Staff	0	0	0	0

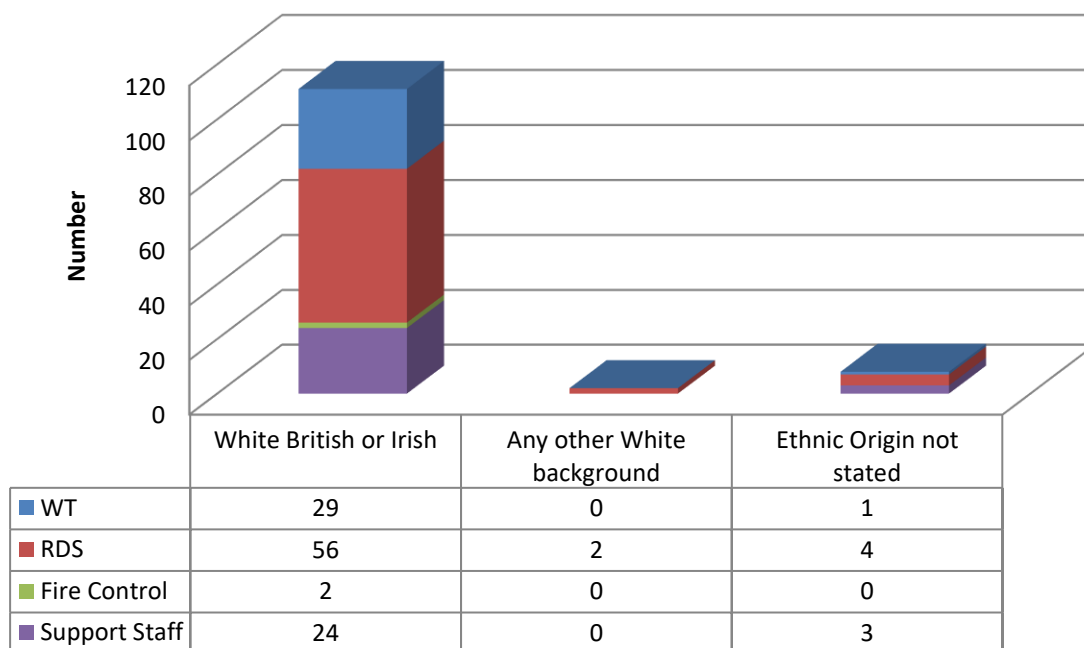
## 4. Number of staff leaving

2018/19 has seen an increase in the numbers of leavers from 76 up to 121. The majority of leavers were due to 75 resignations. 53 resignations were from On Call staff, 5 Whole time, 15 Support staff and 2 from Fire Control. HWFRS are reviewing the Exit Interview process (and subsequently the policy), in order to understand this area more fully. Retirements were back up to 25 (same as 2016/17) after a drop to 12 in 2017/18.

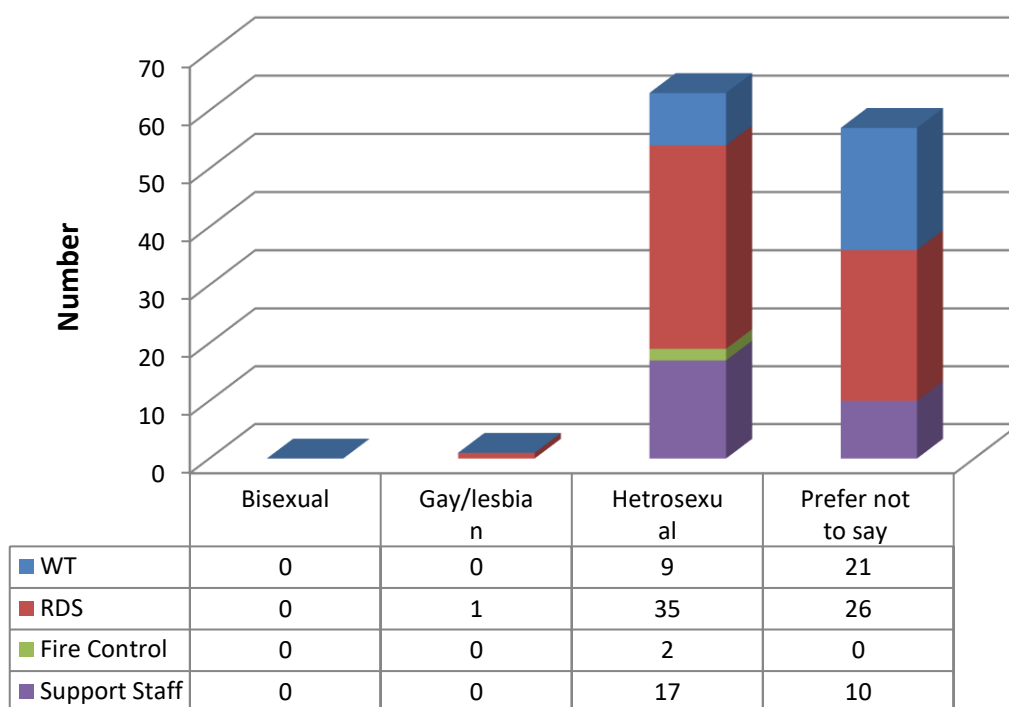
100 leavers were male and 21 female. 113 were white and 8 did not say.



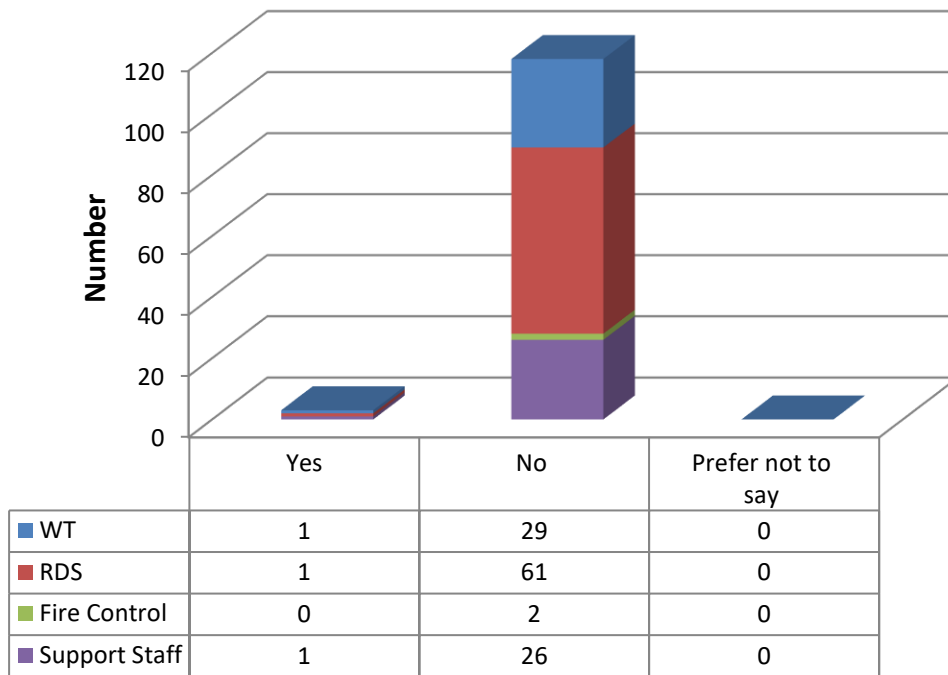
## Leavers by: Ethnic origin



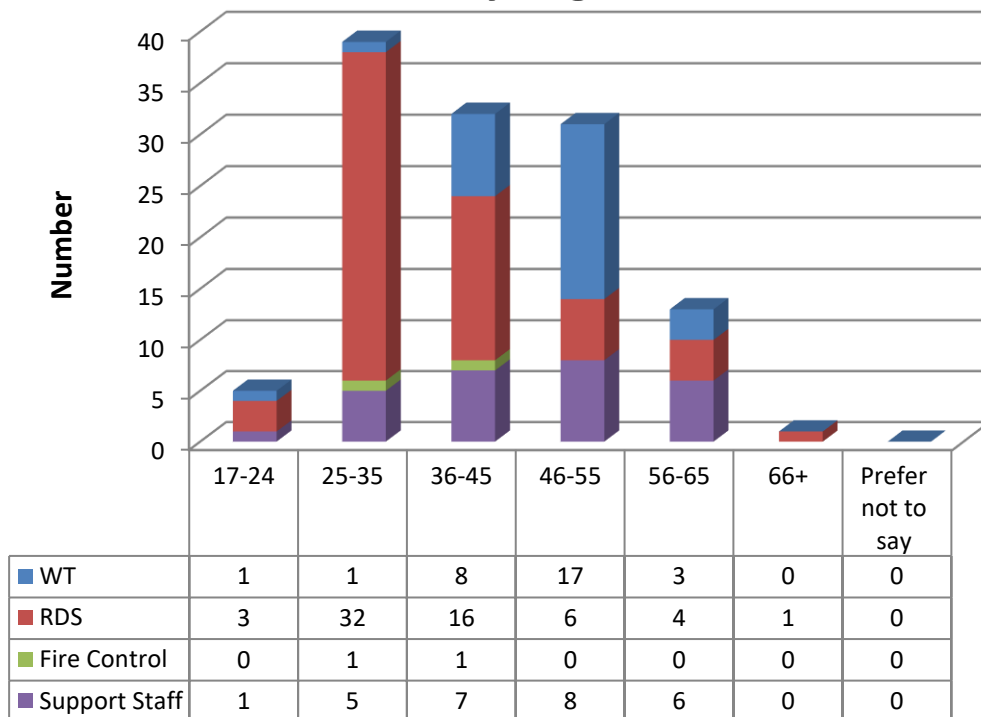
## Leavers by: Sexual orientation



### Leavers by: Disability

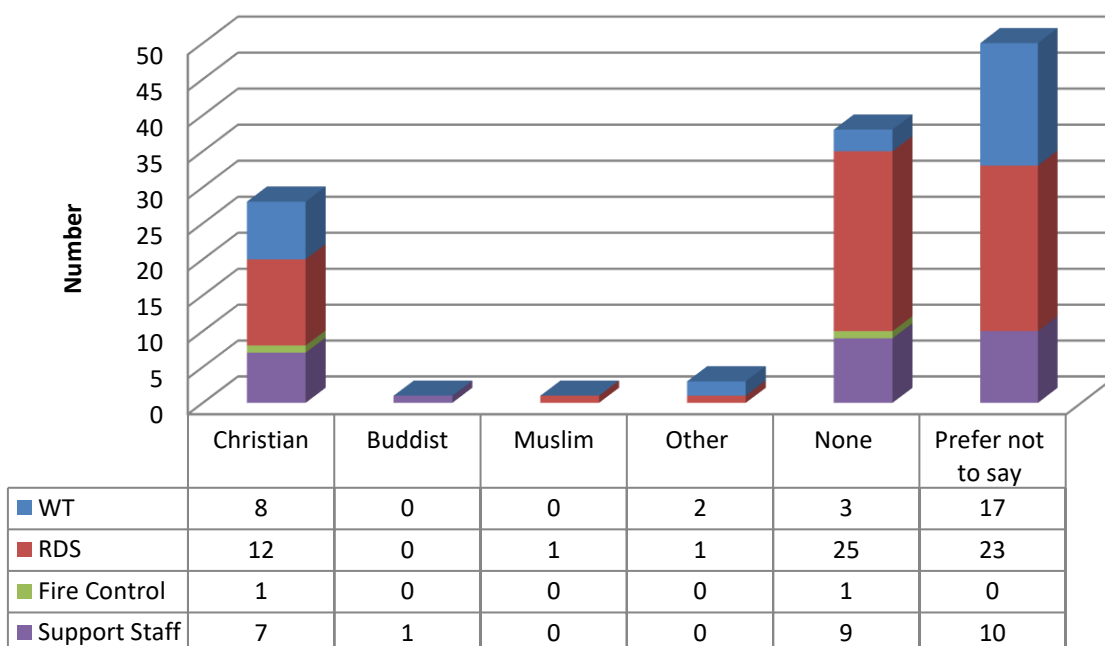


### Leavers by: Age



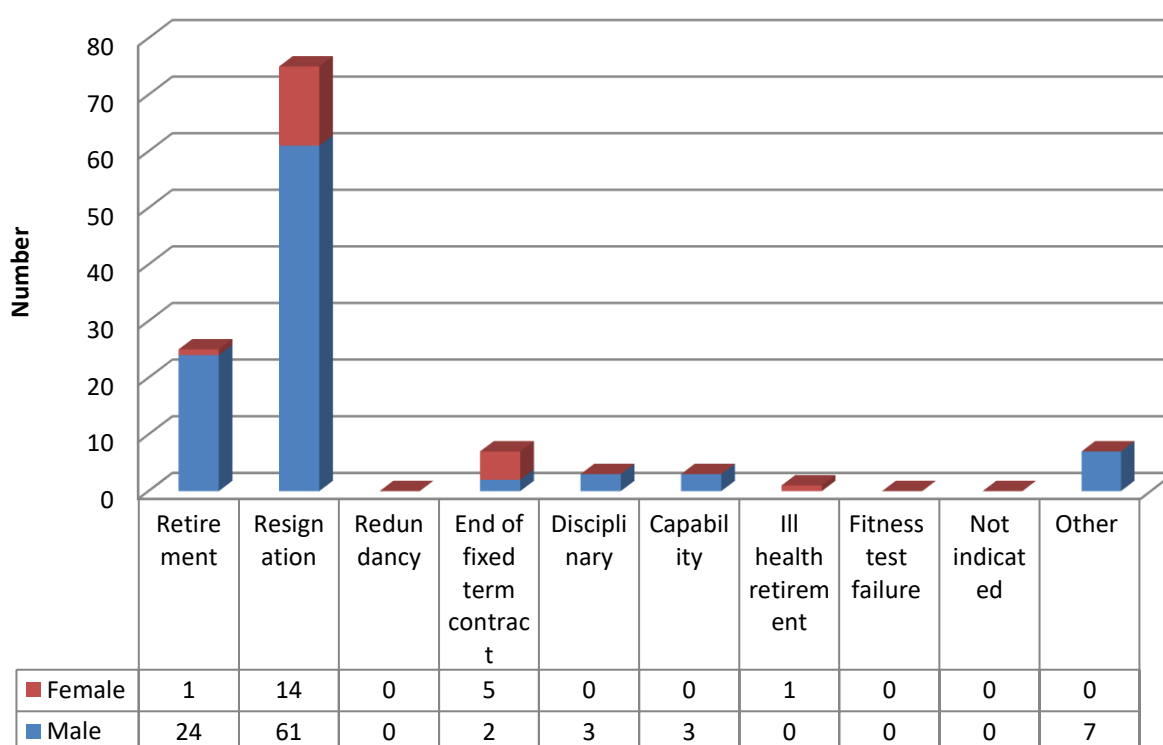


### Leavers by: Religion or belief

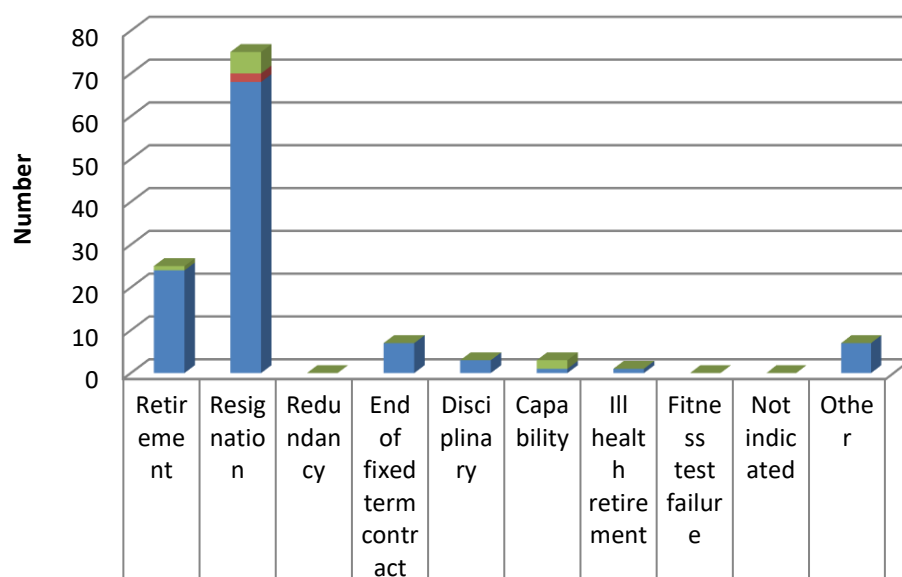


#### 4.1 Reasons for staff leaving

### Reasons for leaving by: Gender

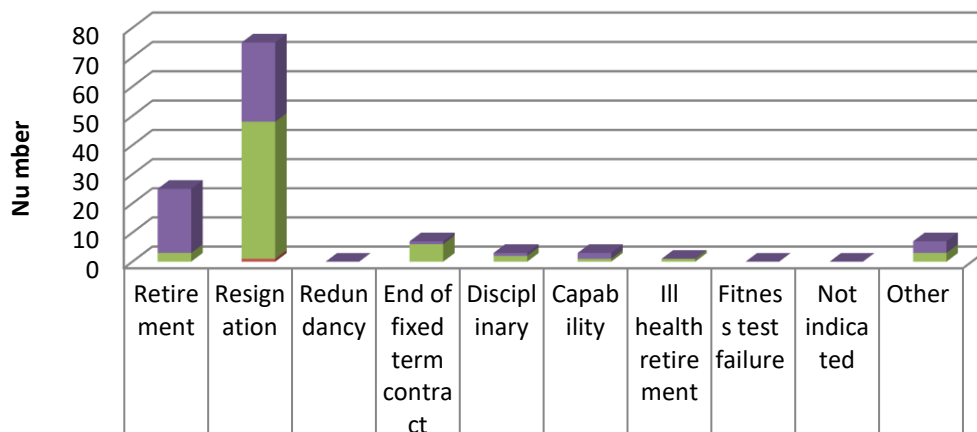


## Reasons for leaving by: Ethnicity



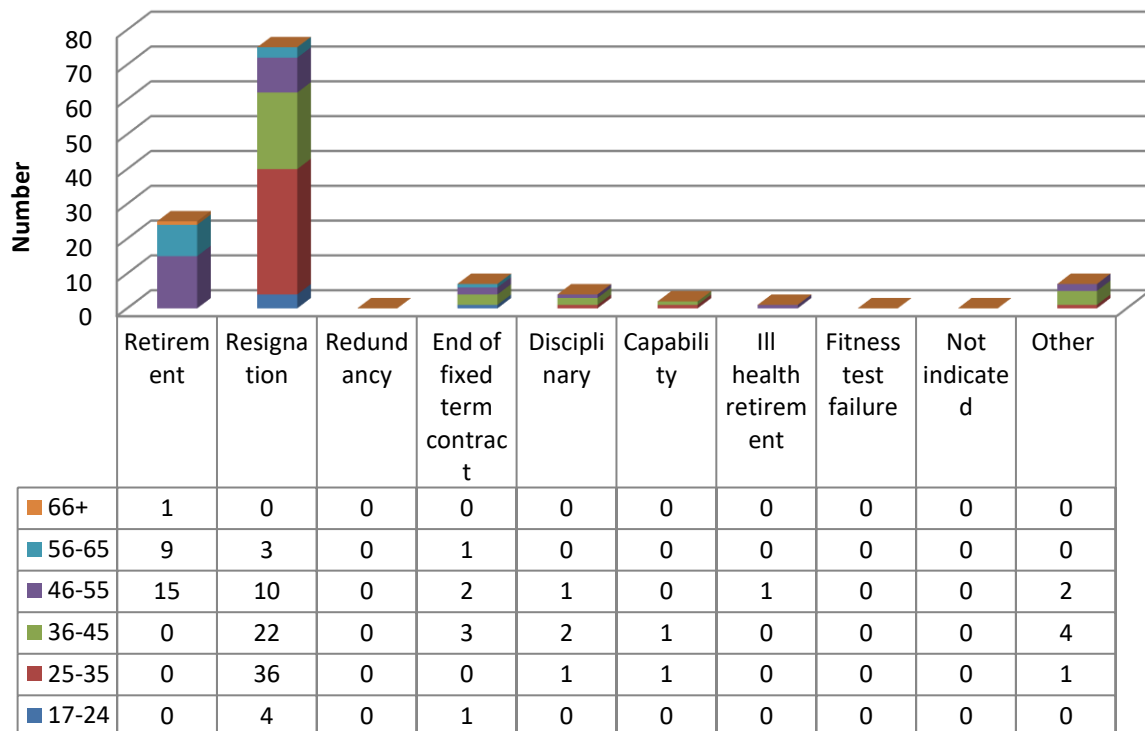
■ Ethnic Origin not stated	1	5	0	0	0	2	0	0	0	0
■ Any other White background	0	2	0	0	0	0	0	0	0	0
■ White British or Irish	24	68	0	7	3	1	1	0	0	7

## Reasons for leaving by: Sexual orientation

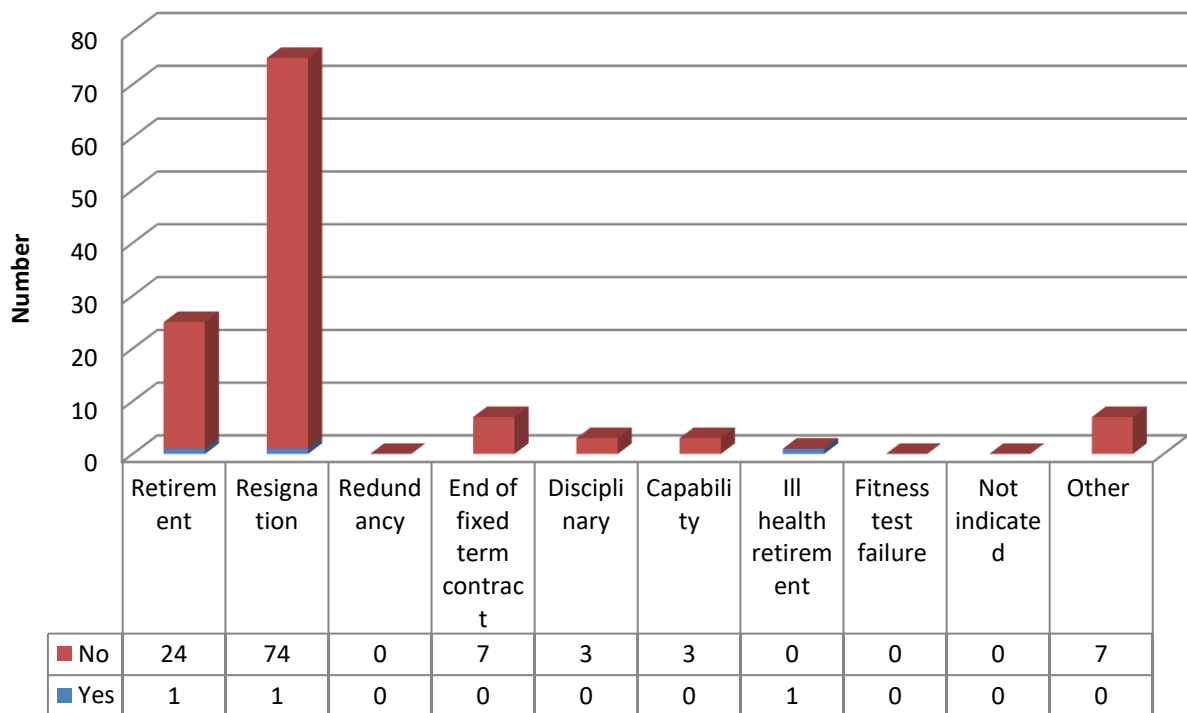


■ Prefer not to say	22	27	0	1	1	2	0	0	0	4
■ Hetrosexual	3	47	0	6	2	1	1	0	0	3
■ Gay/lesbian	0	1	0	0	0	0	0	0	0	0
■ Bisexual	0	0	0	0	0	0	0	0	0	0

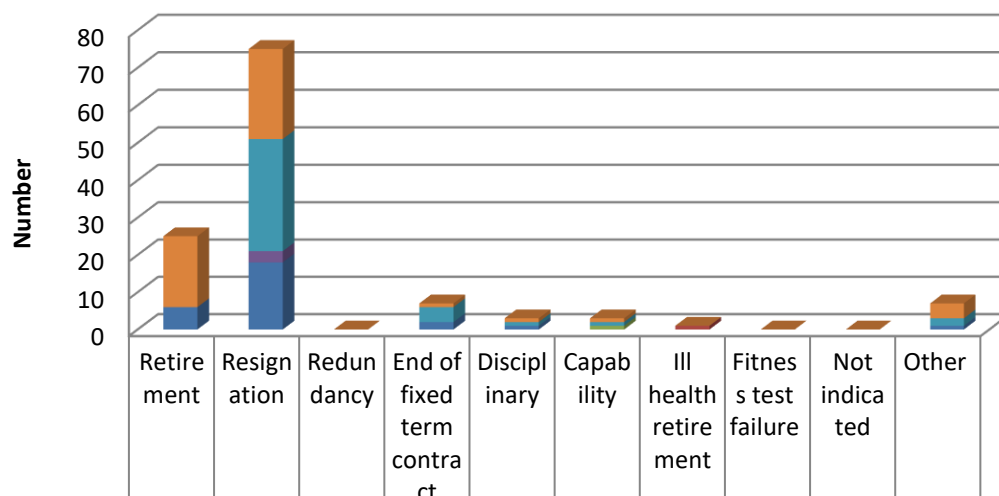
## Reasons for leaving by: Age



## Reasons for leaving by: Disability



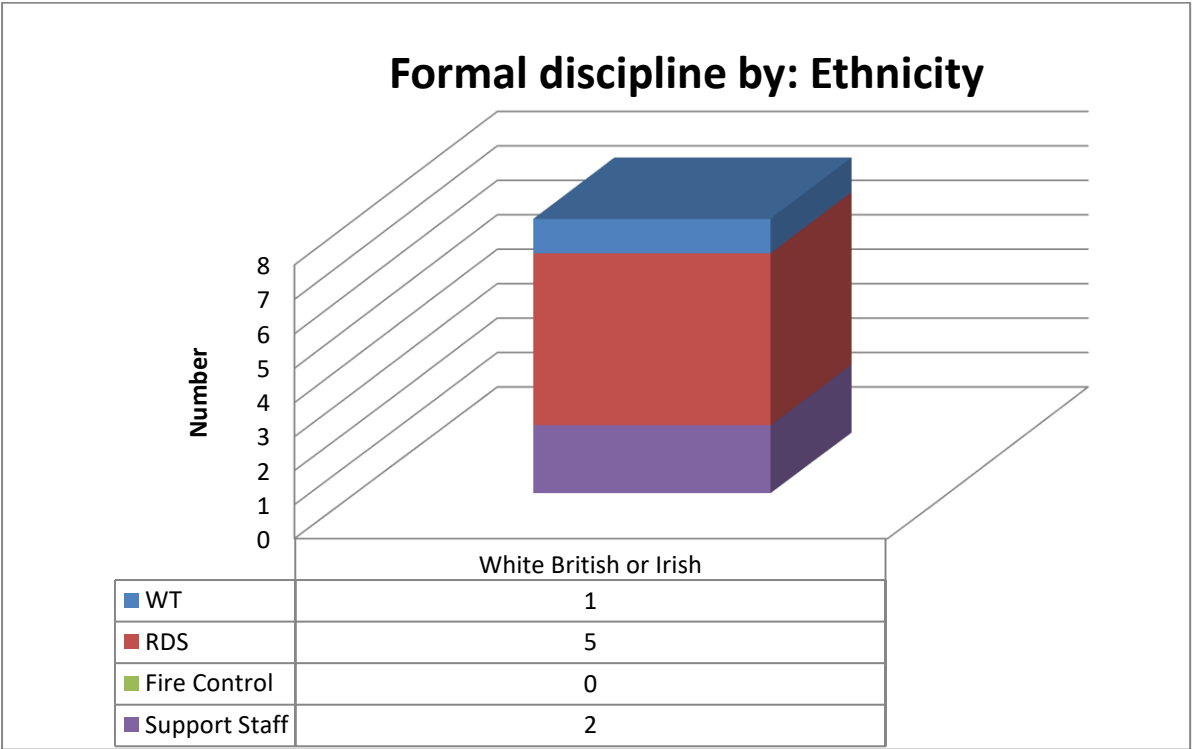
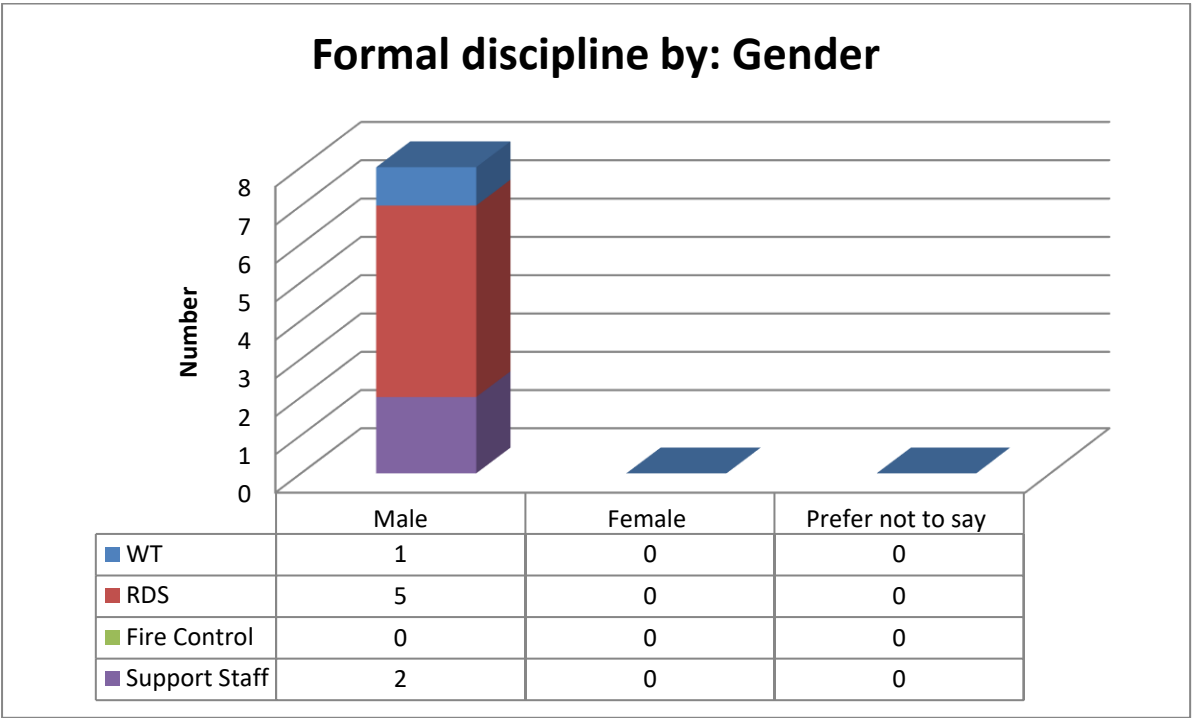
## Reasons for leaving by: Religion or belief



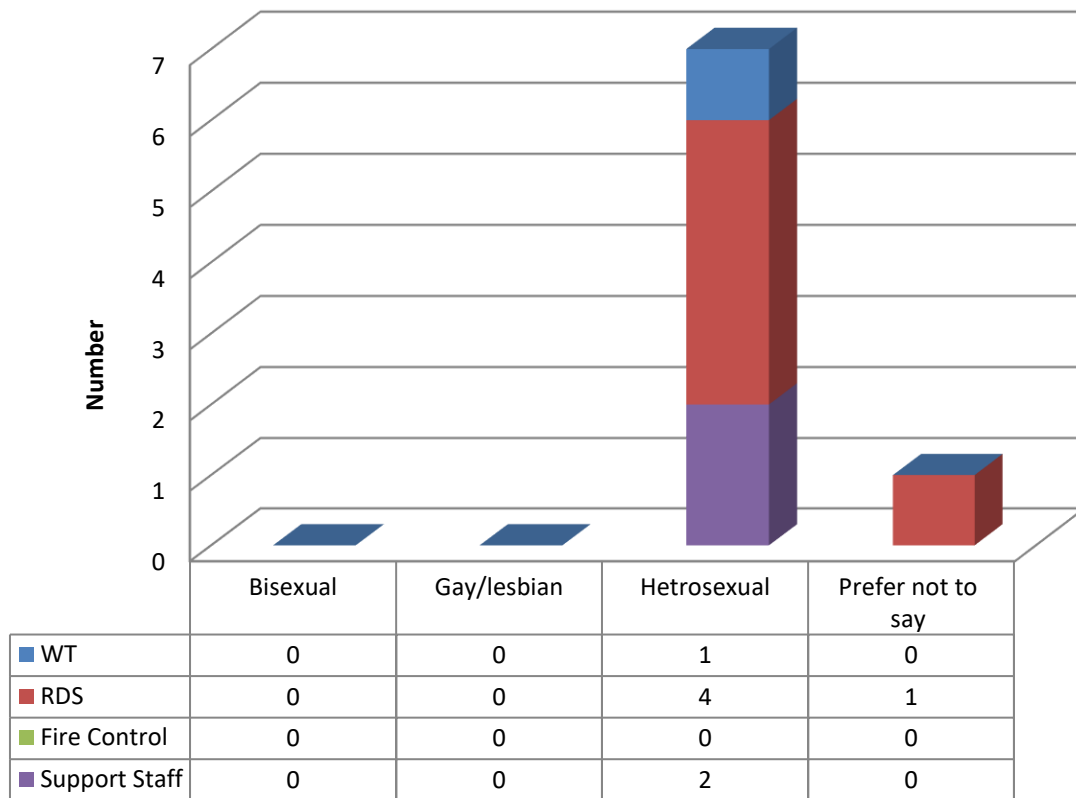
Prefer not to say	19	24	0	1	1	1	0	0	0	4
None	0	30	0	4	1	1	0	0	0	2
Other	0	3	0	0	0	0	0	0	0	0
Muslim	0	0	0	0	0	1	0	0	0	0
Buddhist	0	0	0	0	0	0	1	0	0	0
Christian	6	18	0	2	1	0	0	0	0	1

## 5. Formal discipline case work

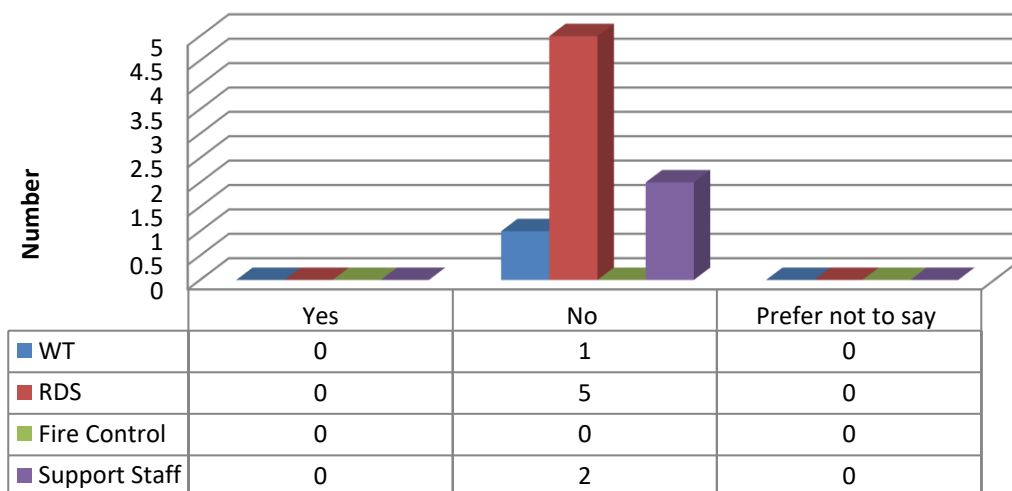
2018/19 saw a decrease in the number of discipline cases falling from 23 last year to 8 in this year. 5 of these related to RDS staff, 2 to Support Staff and 1 related to Whole time staff. None of these staff were female or of Black and Minority Ethnicity.



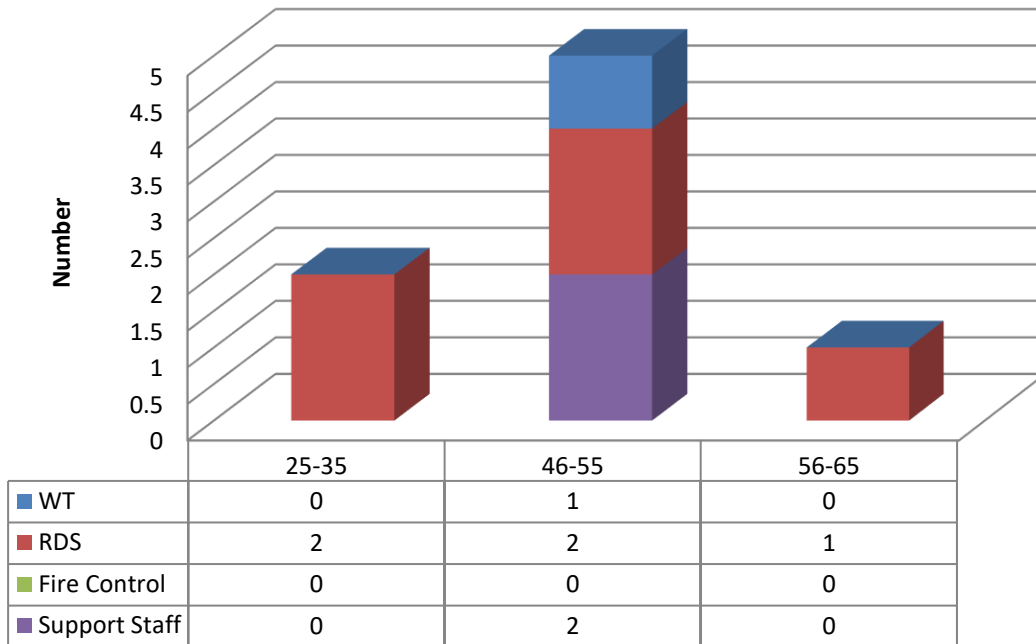
### Formal discipline by: Sexual orientation



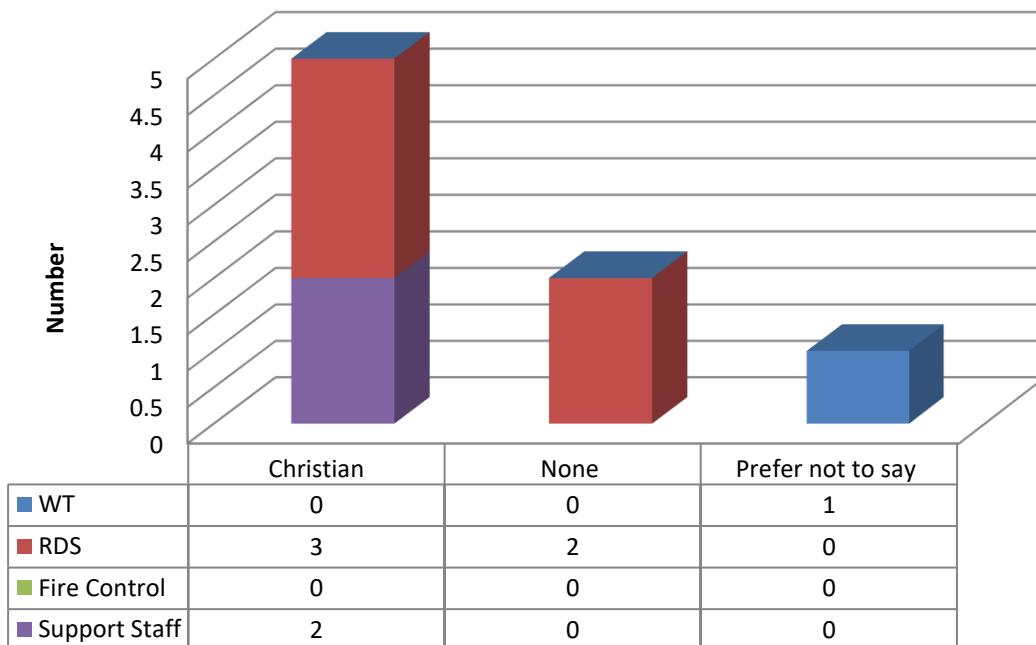
### Formal discipline by: Disability



### Formal discipline by: Age

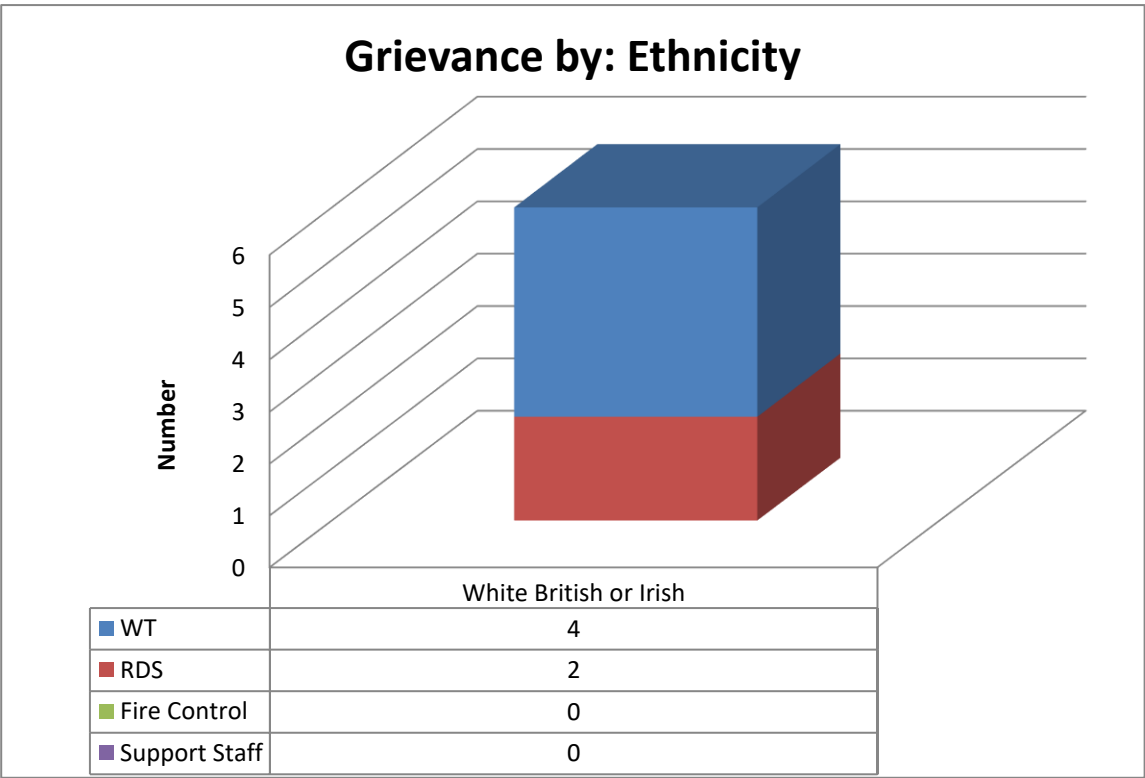
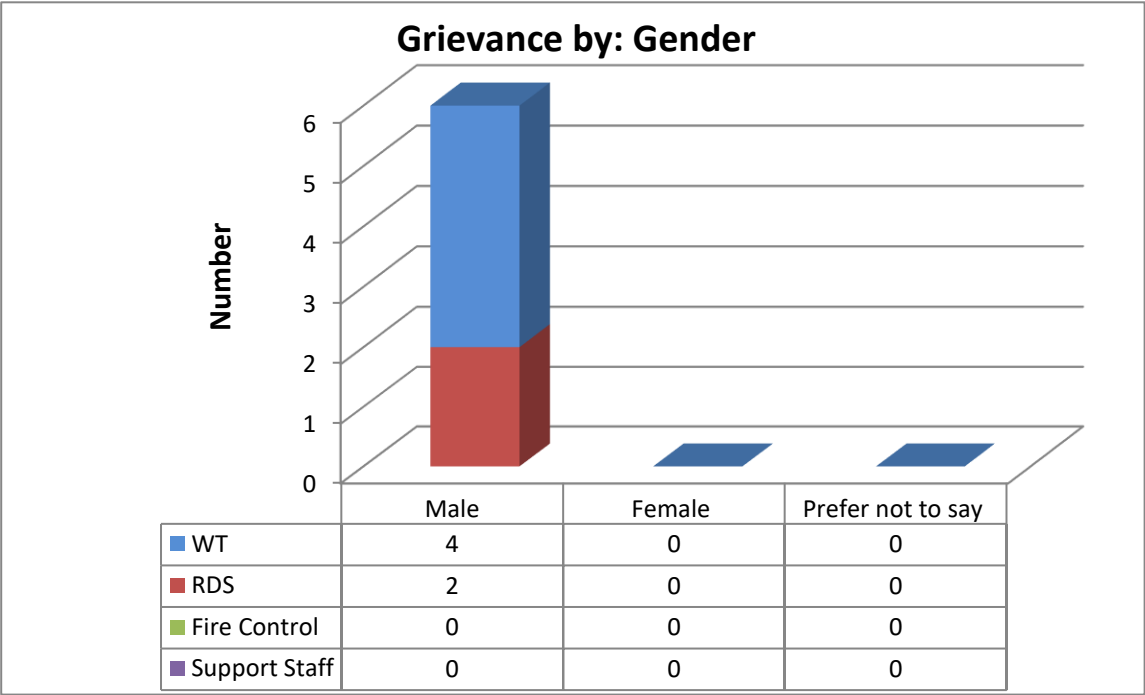


### Formal discipline by: Religion or belief



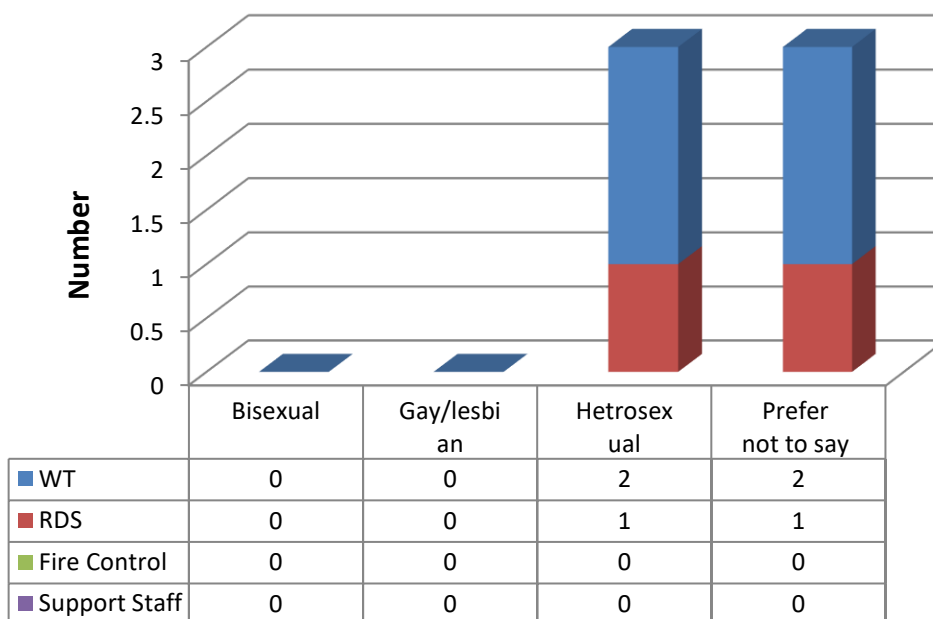
## 6. Grievance case work

Grievances have increased slightly from 4 to 6. There were 4 from Support Staff and 2 from Fire Control. None of these grievances involved staff from any protected characteristic groups. All 6 were from males.

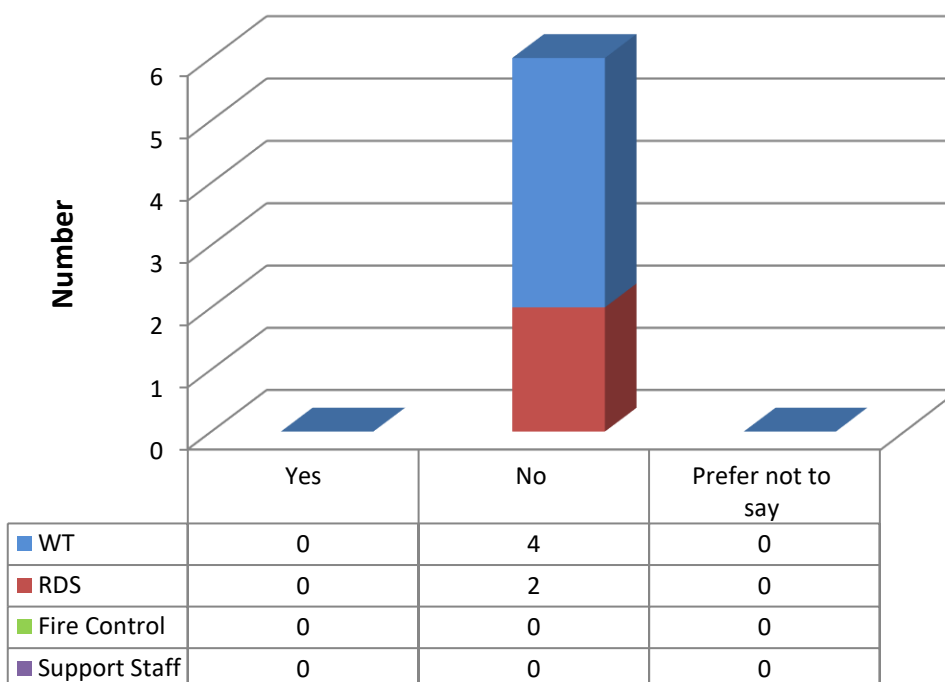




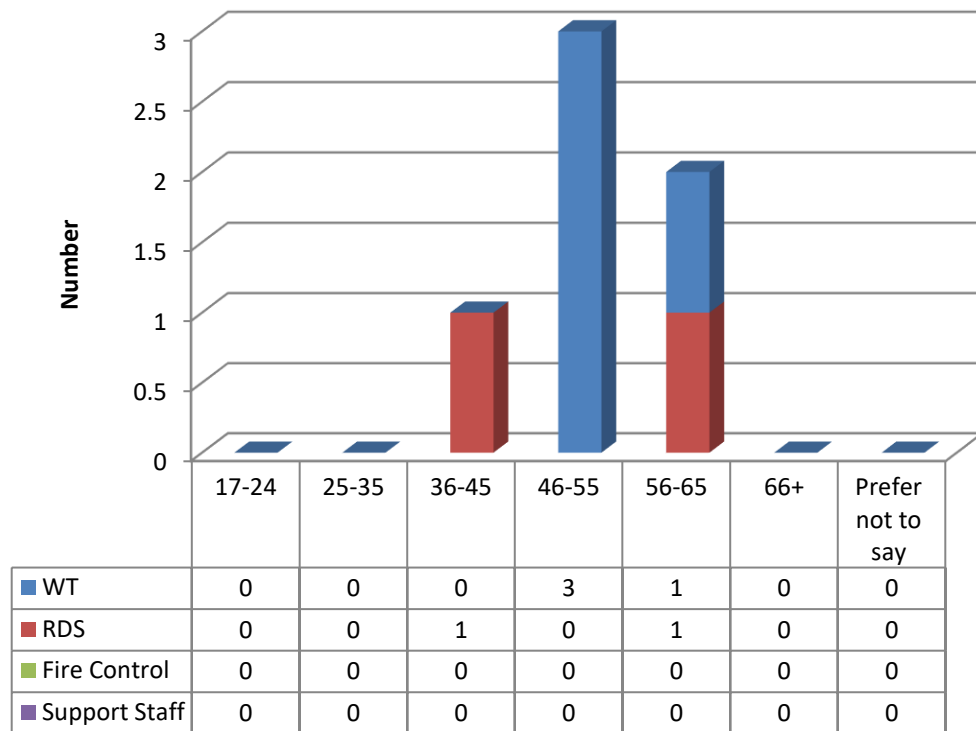
## Grievance by: Sexual orientation



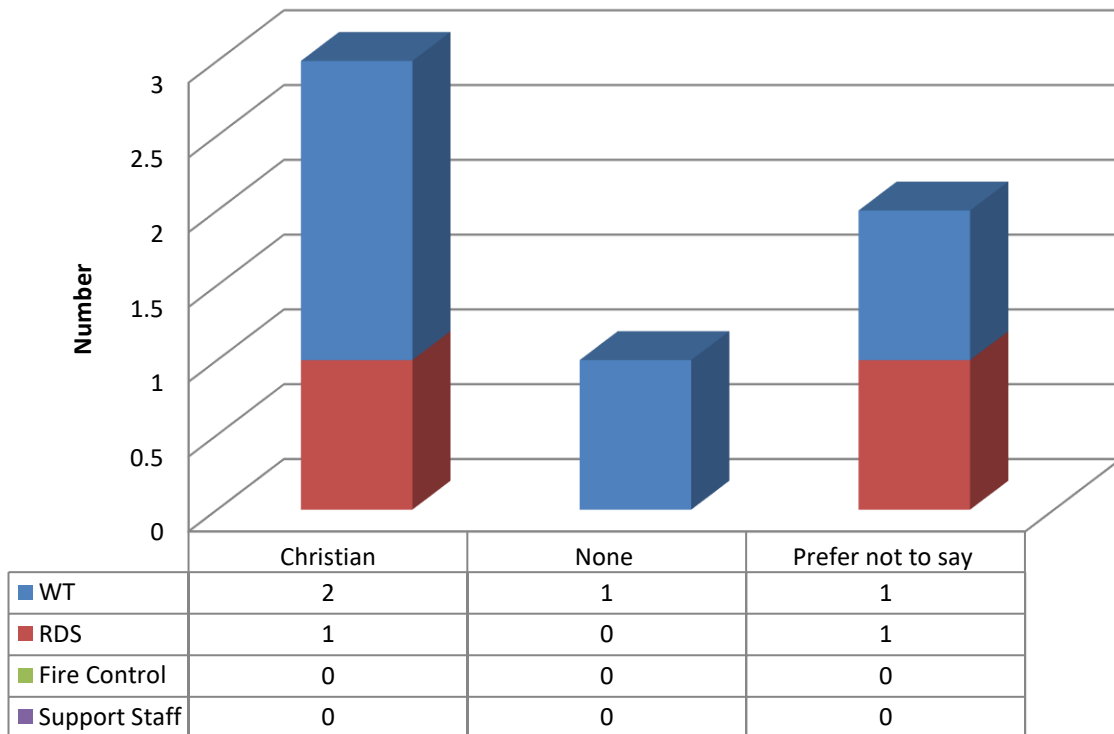
## Grievance by: Disability



## Grievance by: Age

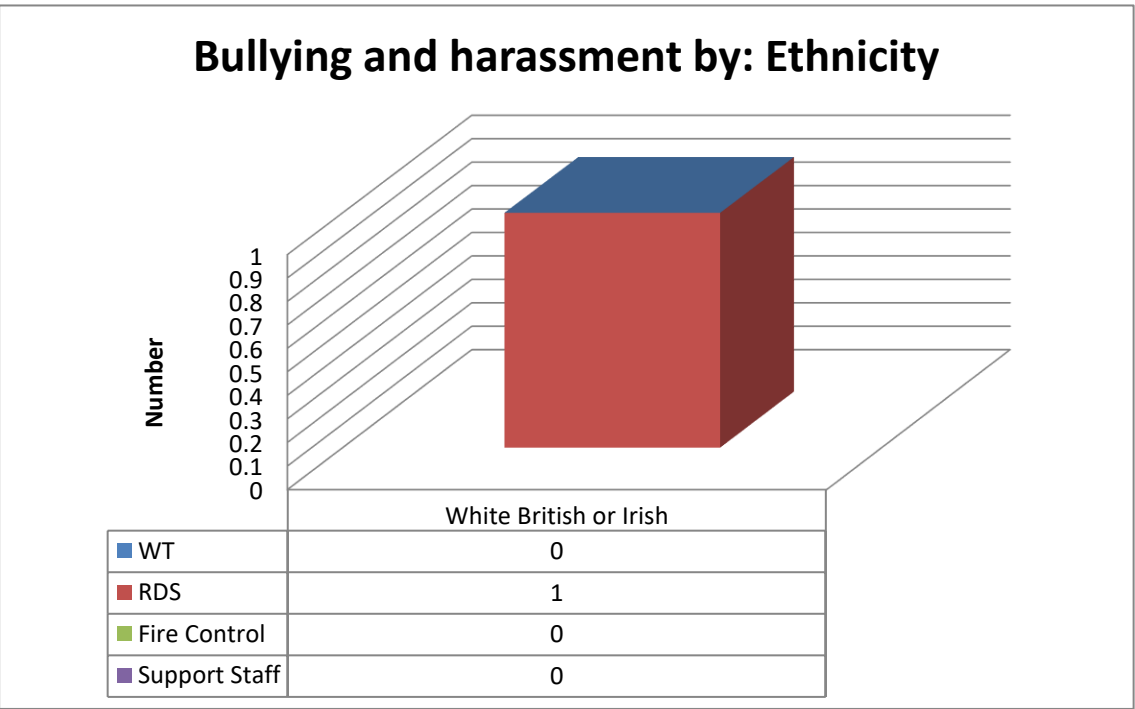
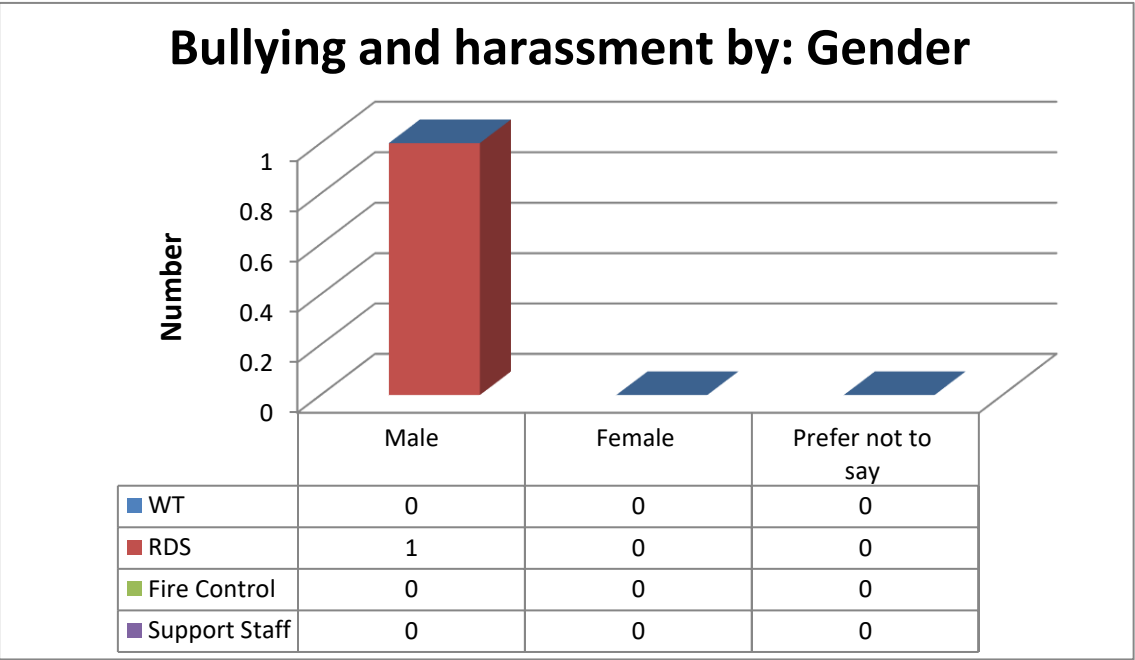


## Grievance by: Religion or belief

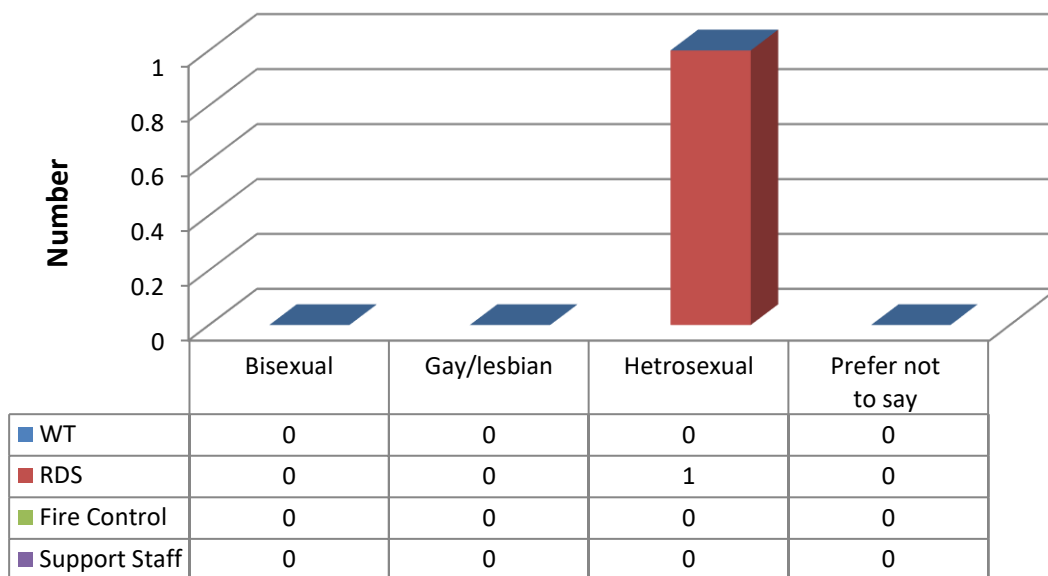


# 7. Bullying and harassment casework

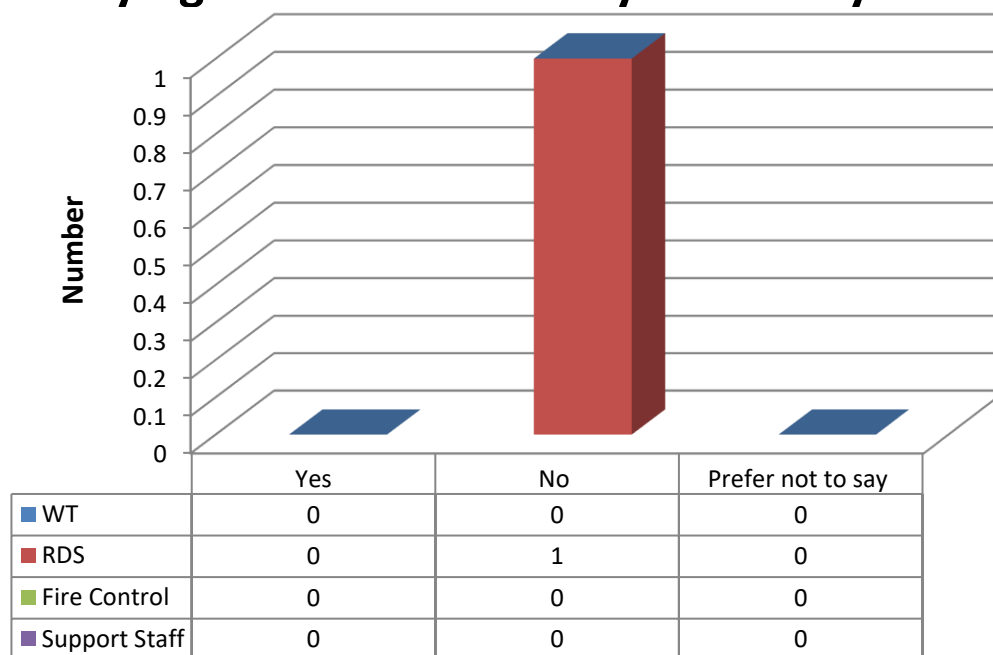
1 male employee raised issues in relation to harassment and bullying during this period. There is nothing in the trend data over the last 5-6 years to indicate that this is an area of concern as the ratio of males to female is still 1:5. This area will be closely monitored.



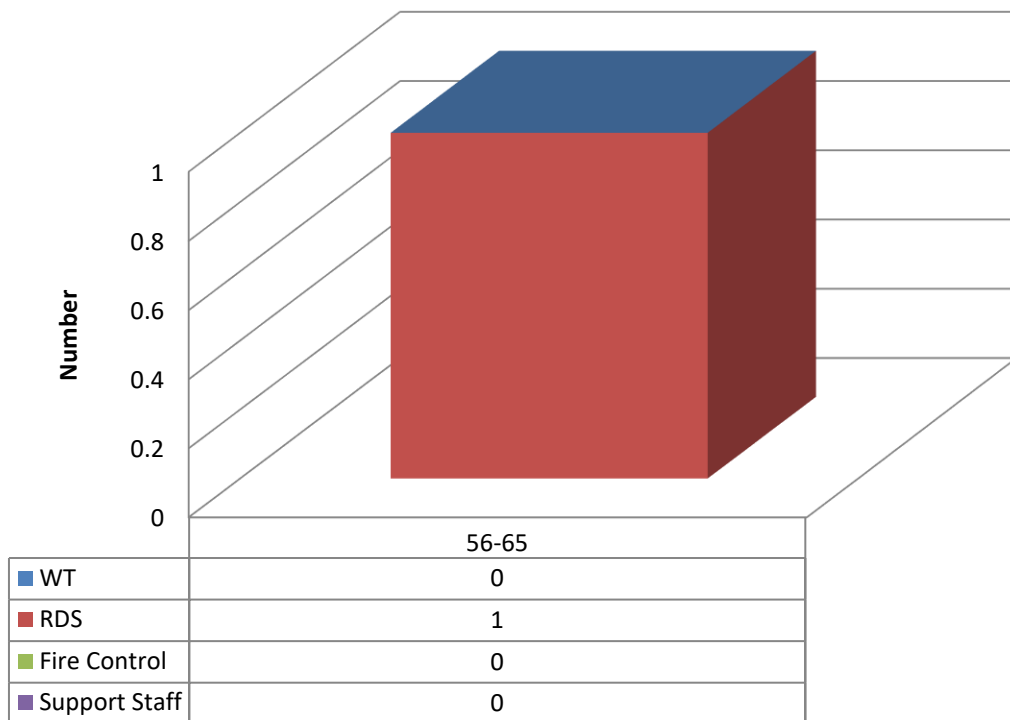
## Bullying and harassment by: Sexual orientation



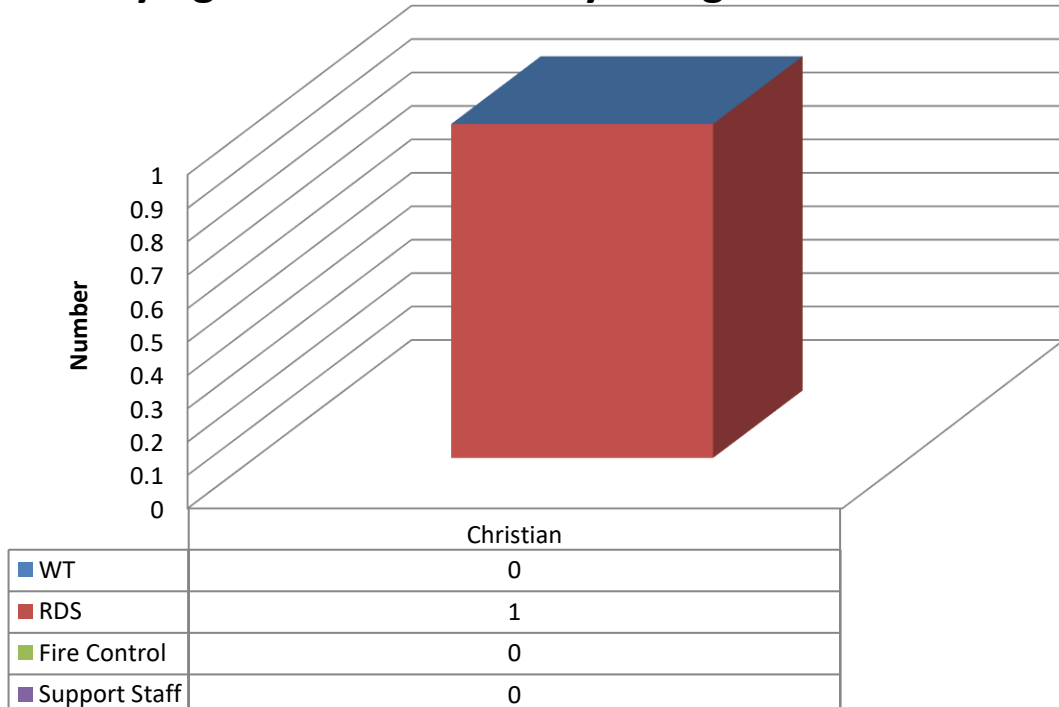
## Bullying and harassment by: Disability



### Bullying and harassment by: Age



### Bullying and harassment by: Religion or belief



## **Report of the Head of Operational Support**

### **Health & Safety Committee Update**

#### **Purpose of Report**

1. The purpose of this report is to provide the Audit and Standards Committee with an update on the activities and items of significance from the Service's Health and Safety Committee.
- 

#### **Recommendations**

*It is recommended that the following issues, in particular, be noted:*

- (i) ***Health and Safety performance information recorded during April 2019 to June 2019 (Quarter 1).***
- (ii) ***The involvement of the Service in a number of Health and Safety initiatives.***

#### **Introduction**

2. A key aim of Hereford and Worcester Fire Authority is to ensure and promote the health, safety and wellbeing of its employees and to reduce and prevent accidents and injuries at work.
3. The Health and Safety Committee is established to provide effective arrangements for the liaison and review of matters of a common interest in regards to Health and Safety (H&S). The Committee provides the opportunity for the Service to discuss general H&S matters and to consult with the workforce via employee representatives.
4. The Committee has the facility to task work to the Health & Safety Working Group, which sits beneath it and is chaired by the Area Commander Operations Support. The group meets as and when required but at least every six months.

#### **Update**

5. The H&S Committee met on the 11<sup>th</sup> September 2019 and a number of issues were discussed. These include reviewing a number of H&S related processes such as operational water response training and providing guidance to enhance welfare and good hygiene standards from contaminants as detailed below.
6. A review of quarterly performance for the relevant period was discussed in detail. All events that occurred during the quarter have had a minimum of a local level investigation

to identify preventative control measures and to help reduce the likelihood of similar occurrences.

## **HWFRS H&S Update**

### **Gap Analysis H&S Regional Audit Update**

7. The Health and Safety department continually monitors the gap analysis and progress of the 15 recommendations made during the regional H&S audit of March 2018.
8. Essentially the action plan for the audit is now complete with 13 of the 15 recommendations having now been closed with the remaining 2 actions being minor in nature which have been allocated and are pending completion. These actions are related to the transfer of data or updating of ICT related systems.

### **Premises Compliance**

9. Liaison with PPL has been undertaken to resolve on-going issues regarding the lack of data supplied by them to assure the H&S committee that the Service is meeting the required regulatory compliance in relation to the H&S of the building stock.
10. At the time of writing this report full compliance information has yet to be provided by PPL; however PPL have demonstrated improvements in this area and have begun to supply data indicating levels of compliance in most areas. A full compliance report is expected in the near future and will be closely monitored by the H&S committee.
11. PPL are required to attend all HWFRS premises annually to undertake a survey and it has been agreed these will take place during October each year when the local Station Commanders undertake their H&S workplace inspections and fire risk assessments. This will ensure prompt completion by the end of the calendar year of all H&S surveys and assessments, and allow all H&S related works to be built into the property maintenance plan and forecasted prior to budget setting arrangements for 2020/2021.

### **Risk Assessment (RA) Database**

12. During Quarter 1 a total of 468 RAs were reviewed and 78 new RAs were created.

	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
<b>Location</b>	Reviewed	Created	Reviewed	Created	Reviewed	Created	Reviewed	Created
North District	122	11						
South District	122	14						
West District	155	29						
Training Centre	47	0						
Others	22	24						
<b>Total</b>	<b>468</b>	<b>78</b>						

## Regional Activities

### Regional H&S Audits

13. The H&S audit of West Midlands FRS was undertaken during April 2019 and the HWFRS H&S Advisor took part in this audit. The areas that were audited were working at height, water training and manual handling. There were no significant issues found that had an impact on HWFRS.

### National Activities

14. The following update has been received from the NFCC H&S Committee held 29<sup>th</sup> May 2019.

### Death in the Workplace

15. The NFCC Death in the Workplace guidance document has been updated to reflect the recent national consultation. Formal publishing of the document is now underway with the NFCC central administration team and National Operational Guidance team. When this is published HWFRS officers will undertake an analysis and update internal policies accordingly.

### Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	N/A
<b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	Corporate strategy – Ensuring firefighter safety
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	Reduces the overall impact for health and safety management in the areas identified and safeguards the Service's legal requirements
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	N/A
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	N/A

### Supporting Information

#### Contact Officer

Jon Pryce, Area Commander - Head of Operations Support



(01905 368237)

Email: [JPryce@hwfire.org.uk](mailto:JPryce@hwfire.org.uk)

## **Executive Summary**

This statistical report provides details relating to all safety events that have been reported and investigated during quarter 1 of the 2019/20 reporting year.

The total number of safety events has increased by twelve in comparison to the previous quarter's data.

The two specific event types that increased during quarter 1 were vehicle accidents and near hits.

The vehicle events reported during the period were still of a relatively minor nature. To try to prevent these kind of events continuing to occur, the H&S advisor has liaised with driver training, reviewed the CTR for manoeuvring vehicles and sent a Service-wide bulletin reminder for crews to re-familiarise themselves with the training package.

The near hits increase relates primarily to the reporting of one type of event that has re-occurred on 9 occasions. This trend relates to where members of public continue to drive, ignoring traffic controlling wigwags lights, when fire engines are mobilised from Droitwich fire station. The H&S advisor has worked closely with the Station Commander to review the risk assessment for responding to incidents and ensured all staff have been made aware of the risk that may occur. A further media campaign has been implemented in the local press and across the Service's social media platforms to raise awareness of members of public in relation to what to do when the lights are activated. In addition other improvements are being explored with Place Partnership Ltd and the Highways Agency to provide options of upgrading the current lighting system or the alternative option of providing part time traffic signals.

There were 2 events reported to the Health & Safety Executive (HSE) under the RIDDOR regulations; both were reported under the time lost requirements and both related to strains which prevented working for over a week.

Additionally 2 basic level events were reported and 1 full level event that required investigation. One related to a Breathing Apparatus fault being identified prior to use in training with the other relating to crews refilling the fire engine with water after an incident which could have caused a potential hazard due to the location of a hydrant in a main road.

The final event of significance relates to where operational crews were in attendance at an incident where a member of the public needed urgent medical treatment whilst waiting for the attendance of the ambulance service. A tier two debrief has been undertaken and through the Clinical Governance arrangements Training Centre are undertaking a review of the training provided to support crews and establish whether any further training is required.

## 1. Events Reported During Quarter 1 (Apr 19 - Jun 19)

### 1.1. Overview

In the period of April 2019 to June 2019 a total of **67** Health and Safety (H&S) events were reported. They fall into the categories of:

- 18 Personal Injury
- 21 Vehicle Collisions
- 3 Property or Equipment
- 20 Near Hits or Causes for Concern
- 4 Violence or Aggression
- 1 Exposure or Contamination

Individual detailed summaries of reporting in the key areas above are outlined in Appendix A.

### 1.2. Breakdown of Events

#### By Activity

Table 1 shows that during quarter 1 there is a fairly even split of events reported between Near Hits, Vehicle Collisions and Personal Injuries. For near hits and vehicle collisions these generally occurred during operational activities whereas the personal injuries tend to be during training.

	<b>Total</b>	<b>Training</b>	<b>Operational Activities</b>	<b>Routine Activities</b>	<b>Non-Service Related Activities</b>
<b>Total H&amp;S Events Q1</b>	<b>67</b>	<b>15</b>	<b>35</b>	<b>15</b>	<b>1</b>
Personal Injury	18	8	5	5	0
Vehicle Collision	21	0	12	7	2
Property or Equipment Failure	3	3	0	0	0
Near Hit or Cause for Concern	20	3	14	3	0
Exposure	1	1	0	0	0
Violence or Aggression	4	0	4	0	0

*Table 1: Safety Event Breakdown Q1 2019-2020*

#### By Injury Type

Table 2 identifies Manual Handling and Slips, Trips & Falls as the predominant causes of personal injuries reported, which are within the expected areas in relation to the physical activities that are regularly undertaken by personnel. The "Others" category covers various issues from feeling faint to general accidents.

Manual handling training 'Train the Trainer' has been arranged by H&S and Training Centre and will take place by the end of Q2.

<b>Total Personal Injuries</b>	<b>18</b>
Manual Handling	6
Slips, Trips & Falls	5
Hit by Moving Object	1
Hit Stationary Object	1
Burns – Operational	0
Burns – Training	0
Other	5

*Table 2: Personal Injury Breakdown Q1 2019-2020*

#### By Vehicle Type

Table 3 highlights that, whilst at low numbers and on the whole of a minor nature, the vehicle collisions involving fire engines are mainly whilst on blue light driving. Car and van accidents have occurred during normal road driving or slow manoeuvring.

<b>Vehicle Collisions</b>	<b>Fire Engines</b>		<b>Cars and Vans</b>		<b>Non-Service related</b>
	On blue lights	Off blue lights	On blue lights	Off blue lights	
<b>Total Collisions</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>

*Table 3: Vehicle Breakdown Q1 2019-2020*

#### Vehicle Mileage Statistics

Vehicle mileage statistics for the year 2018-2019 have been provided by the Operational Logistics Fleet Department and have been used to predict vehicle mileage for Q1 2019-20. These are summarised in Table 3A below. It can be seen that there was 5 white fleet safety events out of approximately 186,306 miles driven, which equates to 1 event for every 37,261 miles driven.

The 15 safety events by red fleet vehicles were out of approximately 57,787 miles driven, which equates to 1 event for every 3,852 miles driven.

<b>Fleet</b>	<b>Total Mileage 2018-2019</b>	<b>Predicted Mileage Q1 2019-2020</b>
White Fleet	745,223	186,306
Red Fleet	231,149	57,787
	Totalling 976,372 miles	Totalling 244,093 miles

*Table 3A: Vehicle Mileage Statistics*

## **2. Events Requiring Investigation during Quarter 1 (Apr 19 – Jun 19)**

### **2.1. Tier One Investigations**

A Tier One standard investigation is required for all safety events reported during the reporting period, usually by the on-duty or line manager present at the time of the event, and is usually minor in nature (see Section 1).

### **2.2. Tier Two Basic Specialist Investigations**

In addition to the standard investigation required for Tier One, a Basic Specialist Investigation (SI) is required for:

- Rare, unusual or unlikely events resulting in either a serious injuries or losses, or with the potential to incur such injuries or losses.
- Events involving Breathing Apparatus (BA).
- Near Hits resulting from unusual conditions or with the potential to cause serious injury or loss that are rare or unlikely to reoccur.

There have been two safety events reported during quarter 1 that require a tier 2 Basic Specialist Investigation.

These events are as follows:

1. Whilst attending an incident a fire engine was filling up from a hydrant based on the roadway. This posed a potential risk to the crew and other road users.
2. During a general check on breathing apparatus equipment, the equipment failed.

### **2.3. Tier Two Full Specialist Investigations**

A Full SI may be assigned immediately or following a Basic SI and is required for:

- Possible or likely events resulting in serious injuries or losses.
- All significant events involving Breathing Apparatus (BA).
- Near Hits resulting from unusual conditions or with the potential to cause serious injury or loss that are possible or likely to reoccur.

There has been one safety events reported during quarter 1 that required a Full Specialist Investigation. This event was:

1. On attending a special service incident, crew members incorrectly treated a casualty whilst waiting for the ambulance to attend. A full review of FREC training is being undertaken by Training Centre through the Clinical Governance board to evaluate if there are any additional measures that could be taken.

### **2.4. Tier Three MERP Specialist Investigations**

A Tier Three specialist investigation is conducted as required by Major Event Response Protocol (MERP) SPI. These are for the most serious events such as death or potentially life threatening injury to a member of HWFRS whilst on duty, or a third party either occurring on Service property or as a result of an act or omission on behalf of HWFRS.

There have been no safety events during quarter 1 that required a Tier 3 specialist investigation.

## 2.5. RIDDOR Events for Quarter 1 (Apr 19 – Jun 19)

During quarter 1, 2 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reports were submitted to the Health and Safety Executive (HSE). All of these reports were for personal injury events which fell under the time lost category.

1. A Firefighter receiving a shooting pain in their shoulder during water rescue training. This resulted in 9 working days lost from the strain.
2. A firefighter injured their neck when they reached up to remove a piece of equipment from the top shelf of the locker of the fire engine. Was signed off work by their GP for a month as a result of the strain.

## 3. Comparison Between Quarters and Trend Analysis

### 3.1. Comparison of Events Reported Showing Differences Q1 2018-19 and Q1 2019-20

Table 4 below compares the number of events reported in Q1 2018-19 and Q1 2019-20 for the different categories. For events over the last 12 months, 2 of the categories experienced a decrease and 3 an increase.

Overall, event reporting as a whole has increased by 22 over the period with 67 reports in Q1 2019-20 compared to 45 in Q1 2018-19. This is driven by Near Hits, Vehicle Collisions and Exposure.

Event Type	Q1 2018-19	Q1 2019-20	Increase/Decrease
Personal Injuries	21	18	-3
Vehicle Collisions	8	21	+13
Property or Equipment	2	3	+1
Violence & Aggression	6	4	-2
Near Hits	8	20	+12
Exposure or contamination	0	1	+1
Overall	45	66	+22

Table 4: Quarterly Events Reported Q1 2018-2019 and Q1 2019-2020

### 3.2. Trend Analysis

In summary compared with the previous year, there has been a jump in the number of events reported during quarter 1 (+22). Significant increases were within the Vehicle Collisions and Near Hit categories. Vehicle collisions appear to be of a minor nature during responding to operational incidents misjudgements of tight spaces. The near hits increase primarily relates to an increase in reporting of near hits when crews mobilise from Droitwich fire stations and members of public appear to be ignoring the wigwags lighting system. A risk assessment has been created and all drivers are aware of the control measures to use the roadway as a give way zone. In addition to this a local media campaign has been issued to promote awareness of the requirements of the Highway Code to members of the public.

The H&S advisor has also advised Place Partnership Ltd to investigate the possibility of upgrading the lighting or installing a standard traffic light system.

All events that occurred during the quarter have had a minimum of a Tier One local level investigation to identify preventative control measures, to help in reducing the likelihood of similar occurrences. The near hits reported has increased from the previous Q1 (+12), nearly half of these (9) are relating to one issue that is currently being dealt with regarding mobilisation from a particular Station.

### 3.3. **12 Month Trend Analysis**

Table 5 below breaks down the latest 4 quarters by reported accident type. There has been an increase in reported accidents this quarter, however personal injuries are lower. To summarise, near hits has increased but the majority of these are all related to the same issue (public not being aware of fire engines leaving station as mentioned above).

Personal injuries are following the usual trends. Vehicle collisions increased this quarter (trying to manoeuvre small spaces) but generally in line with 12 month figures.

	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
<b>Total H&amp;S Events</b>	<b>48</b>	<b>46</b>	<b>49</b>	<b>67</b>
Personal Injury	19	19	20	18
Vehicle Collision	13	7	16	21
Property or Equipment Failure	2	2	2	3
Near Hit or Cause for Concern	12	13	8	20
Exposure or contamination	0	2	2	1
Violence or Aggression	2	3	1	4

*Table 5: 12 Month Trend Analysis Q2 2018 – 2019 to Q1 2019 – 2020*

## **Appendix A – Brief Description of all Safety Events**

### **A1. Personal Injury**

Of the **67** H&S events reported, **18** relate to the category of Personal Injury. These are described in Table A1 below:

<b>Sub-Categories</b>	<b>Break-down of Injuries in Each Sub-Category</b>
8 events/injuries were during training.	885 - 1 relates to a personal injury. A firefighter was partaking in recruit training and felt unwell. Instructors ensured the firefighter rested until the ambulance attended and the firefighter was then transported to hospital for precautionary checks. <b>1 calendar and working day lost.</b>
	886 - 1 relates to a personal injury. During water rescue training, a firefighter felt a sharp shooting pain in their right shoulder and arm while carrying out one of the tasks. <b>17 calendar days, 9 working days lost. RIDDOR reportable.</b>
	895 - 1 relates to a personal injury. A firefighter whilst on training went to fetch some equipment required from a top shelf locker. As they pulled the top shelf out they felt a twinge in their neck. Their doctor signed the person off work for one month. <b>32 calendar and working days lost. RIDDOR reportable.</b>
	925 - 1 relates to a personal injury. During a water training day a firefighter slipped on the floor of the water course resulting in a slight sprain of the right ankle - they remained on duty.
	926 - 1 relates to a personal injury where a firefighter, during training, was drilling a hole in a wall when the drill became wedged spinning around and twisted their right arm resulting in a sprain to the arm. Received first aid on site.
	927 - 1 relates to a personal injury. During water rescue training a firefighter jarred their shoulder whilst carrying out one of the training activities - they remained on duty.
	929 - 1 relates to a personal injury. A firefighter, whilst water training got caught up in a line in the river and pulled his shoulder resulting in a pulled muscle - they remained on duty.
	931 - 1 relates to a personal injury. Whilst removing a ladder from the top of the fire engine a firefighter felt a twinge in their right bicep muscle. Firefighter rested for remainder of drill and reported they were on duty the next day.
5 events/injuries were at or during operational incidents	875 - 1 relates to a personal injury where a firefighter felt faint whilst wearing BA at a vehicle fire. Booked off call and reported back for duty the following day.
	890 - 1 relates to a personal injury. A firefighter was responding to a fire call and tripped over whilst on their way to their car resulting in soft tissue injury to both knees.
	891 - 1 relates to a personal injury. A firefighter caught their lower left leg on a cross rafter in a loft space resulting in bruising and swelling.
	910 - 1 relates to a Personal Injury. During an incident a firefighter slipped off a short extension ladder, the firefighter in question had some pain to their right hand side believed to be muscular. Carried on with normal duties.
	921 - 1 relates to a personal injury. A firefighter was attending a fire call where they needed to cut into the wall cavity resulting in exposure to dust. They were wearing a dust mask but felt some throat irritation after the incident. On seeing a doctor they were signed off from work. Confirmed this reaction was not a work related cause.
5 events/injuries were during routine activities	867 - 1 relates to a personal injury where a firefighter was refuelling a fire engine. On walking back to the vehicle the firefighter slipped on diesel and twisted their left ankle. <b>1 calendar and working day lost.</b>



	881 - 1 relates to a personal injury. A member of the support staff had a small piece of metal in their eye which was removed on attending a hospital.
	884 - 1 relates to a personal injury where a firefighter during BA training struck his head on the top of the BA tunnel jarring his neck. <b>1 calendar and working day lost.</b>
	899 - 1 relates to a personal injury. Whilst performing standard drill practice (pulling up 13.5m ladder) the ladder slipped and hit a firefighter on the top of their head resulting in soreness to the head, back and some upper back pain. First aid was given on site. The crew were briefed on the correct technique.
	932 - 1 relates to a personal injury. Whilst making a hot drink the cup tipped and the hot liquid spilt over the right hand resulting in a slight scald.
Totalling <b>18</b> personal injuries	
Totalling 2 RIDDOR event	
Totalling <b>74</b> calendar days lost. <b>66</b> working days lost.	

Table A1: Personal Injuries Reported during Quarter 4

## A2. Vehicle Collisions

Of the **67** H&S events **21** relate to the category of Vehicle Collisions which are further described in Table A2 below. **18** of these events could be attributed to the FRS driver; these events are highlighted in grey. If these collisions occurred while on response to an operational incident the category of response has been given in bold.

Sub-Categories	Breakdown of Vehicle Collisions in Each Sub-Category
12 events were responding to operational incidents	873 - 1 relates to a vehicle collision. A fire engine (water carrier) was slow speed manoeuvring where there was limited visibility due to the smoke. The vehicle made contact with another fire engine damaging the offside front bumper. No damage to water carrier. <b>Emergency Response</b>
	876 - 1 relates to a vehicle collision. A firefighter was riding his motorcycle into Kidderminster station yard when he hit a speed bump at an angle and came off his bike. At the same time an officer's car was coming out of the yard along the same driveway. It was raining so the roads were wet. On checking the fallen firefighter he was fine and still fit for duty. MARKED AS VEHICLE COLLISION BUT NO DAMAGE TO ANY VEHICLES. <b>Emergency Response</b>
	888 - 1 relates to a vehicle collision. On attending a fire call and driving through a gate at low speed, the gate moved due to the wind and caught the nearside rear passenger door. <b>Emergency Response</b>
	896 - 1 relates to a vehicle collision where a firefighter attending a fire call caught the fire engine on the side of a building close by resulting in the cracking of both near side wing mirrors. <b>Emergency Response</b>
	901 - 1 relates to a vehicle collision of an officer car whilst slow speed manoeuvring caused by uneven surface due to unfinished roadway. <b>Emergency Response</b>
	902 - 1 relates to a vehicle collision. On attending an incident when repositioning the vehicle to make the lights clearer to other road users the vehicle jumped forward and the driver's door hit another car resulting in minor damage. <b>Emergency Response</b>
	906 - 1 relates to a vehicle collision. On responding to a fire call moving through traffic the fire engine had to go through a narrow gap and in doing so came into contact with another vehicle. The fire engine stopped but the other driver carried on, not stopping. <b>Emergency Response</b>

	919 - 1 relates to a vehicle collision where, on responding to a fire call, a fire engine scraped against a bush in the driveway resulting in the rear end locker locks being scratched and dented. <b>Emergency Response</b>
	883 - 1 relates to a vehicle collision. On attending an incident to prevent blocking the road, a fire engine tried to manoeuvre through a small space by a parked car resulting in lightly scraping the car. <b>Emergency Prompt Response</b>
	922 - 1 relates to a vehicle collision. On attending a fire call and entering into the car park, the side of the fire engine scraped against a post resulting in scratches to one of the locker handles. <b>Emergency Prompt Response</b>
	924 - 1 relates to a vehicle collision. On manoeuvring the land rover at slow speed to launch the boat and passing under a tree, a low hanging branch impacted the roof of the vehicle resulting in a dent towards the front of the vehicle's roof. <b>Emergency Prompt Response</b>
	928 - 1 relates to a vehicle collision. On attending a RTC but arriving at the wrong address, the fire engine was parked up trying to establish the new location. On pulling out of the layby with blue lights a car struck the fire engine on the offside corner resulting in a broken indicator and lighting cluster. <b>Emergency Prompt Response</b>
7 events were during routine activities	892/893 - 1 relates to a vehicle collision where another vehicle impacted along the side of a fire engine while they were pulling off from traffic lights.
	905 - 1 relates to a vehicle collision. A fire engine returning from an incident was reversing into the fire station with a banks person and struck a recruitment sign positioned outside, damaging the wheel arch on the vehicle.
	911 - 1 relates to a vehicle collision. A member of the public's vehicle tailgate collided with a stationary fire engine. This resulted minor damage to the fire engine's paintwork and body but no apparent damage to their vehicle.
	914 - 1 relates to a vehicle collision. A fire engine caught a metal bollard at the side of the pathway. The impact has dented the underside of a locker which won't close properly. No damage to bollard.
	913 - 1 relates to a vehicle collision where the fire engine was returning to station and parking in the bay and the rear locker caught the pillar of the bay and resulted in minor damage to the rear locker.
	934 - 1 relates to a vehicle collision where a member of support staff had parked their car at the side of the road and on returning to the vehicle found the nearside wing mirror cracked (mirror not casing).
	936 - 1 relates to a vehicle collision. On returning to station driving down a narrow road due to parked cars the fire engine came into contact with another vehicle causing damage to the rear nearside bumper light cluster and bumper.
2 event was non service related	918 - 1 relates to a vehicle collision where an officer's vehicle was parking and caught the front corner of the bumper on a low level wall.
	938 - 1 relates to a vehicle collision. Whilst parking on a grass verge the bottom of the vehicle caught on a kerbed area breaking a piece of the plastic on the bottom part of the chassis.
	Totalling <b>21</b> vehicle collisions

Table A2: Vehicle Collisions Reported during Quarter 1

### A3. Property or Equipment Damage

Of the **67** H&S events **3** relate to the category of Damage to Property or Equipment, this is further described in Table A3 below:

Sub-Categories	Break-down of Property or Equipment Damage in Each Sub-Category
3 property or equipment failure was during training	894 - 1 relates to an equipment failure where during a general check of a BA set it was losing air through the cylinder connection. The set was impounded until repaired.
	920 - 1 relates to an equipment failure. During a daily check on a Breathing Apparatus set it was found to be leaking air. After checking the valve was closed properly and then reopening it the leak continued so the set was impounded.
	912 - 1 relates to an equipment failure where a Breathing Apparatus set malfunctioned during its general check, uncontrolled loss of air. Set now impounded.
	Totalling <b>3</b> property or equipment damage

Table A3: Damage to Property or Equipment Reported during Quarter 1

### A4. Near Hits or Causes for Concern

Of the **67** H&S events **20** relate to the category of Near Hits or Causes for Concern - these are further described in Table A4 below.

Sub-Categories	Break-down of Near Hits or Causes for Concern in Each Sub-Category
3 were during training exercises	866 - 1 relates to a cause for concern where a smoke generator caught fire. The item was unplugged and removed from rig using full PPE and extinguished with dry powder.
	939 - 1 relates to a cause for concern. Whilst attending a Breathing Apparatus refresher day a length of hose reel tubing burst. Crews were withdrawn from the risk area. Damaged hose was replaced.
	868 - 1 relates to a near miss. On return from an incident, the front ratchet strap that fixes the fire boat to the trailer had gone missing. Attempts were made to locate the strap but to no avail. Currently using spare and have informed other boat stations of this issue.
14 were during operational activities	869 - 1 relates to a cause for concern. During an incident a fire engine was filling up from a hydrant on the roadway causing serious hazard to themselves and other road users. This concern was raised at the time. Tier 2 Basic Specialist investigation.
	871 - 1 relates to a cause for concern. Whilst a fire vehicle was returning from a fire call the near side rear sliding door came open whilst travelling. The door was temporarily secured until return to station where the vehicle was taken off the run and mechanic inspected and repaired.
	872 - 1 relates to a cause for concern. Whilst attending an incident the attending main pump failed and had to be operated manually. Workshops informed and attended and appliance taken off the run.
	877 - 1 relates to a cause for concern where drivers are failing to stop at warning stop lights outside fire station.
	878 - 1 relates to a cause for concern where drivers are failing to stop at warning stop lights outside fire station.
	887 - 1 relates to a cause for concern. A firefighter, whilst attending a fire incident, was using a BA set and noticed the cylinder valve was not fully on. This was rectified immediately.
	897 - 1 relates to a near hit. On responding to a fire call and leaving

	Droitwich Fire Station members of the public (4 private motor vehicles and a van) ignored the Stop warning lights outside of the station resulting in near close contact to the fire engine.
	898 - 1 relates to a near hit. On responding to a fire call and leaving Droitwich Fire Station a member of the public ignored the Stop warning lights outside of the station, continuing with normal road speed, resulting in near close contact to the fire engine.
	900 - 1 relates to a near hit. On responding to a fire call and leaving Droitwich Fire Station members of the public ignored the Stop warning lights outside of the station compromising entering the highway safely.
	903 - 1 relates to a cause for concern. On attending a special service incident, firefighters administered what was assumed to be insulin to an unconscious patient. Once the ambulance had arrived they took over the care of the patient. Tier 2 Investigation is still ongoing.
	904 - 1 relates to a near hit. On leaving Droitwich fire station a fire engine had to wait for 5 cars to pass by as they had ignored the red Stop warning lights.
	930 - 1 relates to a near hit. On pulling out of Droitwich Fire station a fire engine nearly collided with other vehicles who had not stopped at the flashing warning lights highlighting a fire engine was about to leave the station.
	937 - 1 relates to a cause for concern. On arrival at an incident, the fire crew were trying to enable the correct water pressure but this didn't appear to be working. Later findings found a sensor wire had loose connections, generally caused by wear and tear.
	870 - 1 relates to a cause for concern. Whilst supporting another Fire & Rescue Service at Defford, in the BA service cabin, a firefighter noticed rat or mice droppings in and around the cabin. There is also an issue of fly infestation.
	880 - 1 relates to a cause for concern. On taking a fire engine out of Droitwich station, red warning stop lights were activated but 3 cars proceeded to ignore these and carry on along the roadway. No evasive action taken as fire engine hadn't left the front of station at that time.
	882 - 1 relates to a near miss where drivers are failing to stop at warning stop lights outside fire station. On pulling out of the fire yard, an appliance nearly came into contact with a van that had ignored the flashing stop warning lights, this being the closest near hit outside the station.
3 were during routine activities	933 - 1 relates to a cause for concern. A contractor had been working in a kitchen at one of the fire stations. They had poured a chemical cleaner into the sink U-bend and it appears they had unscrewed the U-bend which resulted in the contents of the cleaner pouring on to the floor making the floor slippery. Solution cleared up and reported in the appropriate way.
	Totalling <b>20</b> near hits or causes for concern

Table A4: Near Hits or Causes for Concern Reported during Quarter 1

## **A5. Violence or Aggression**

Of the **67** H&S events **4** relate to the category of Violence or Aggression, this is further described in Table A5 below:

<b>Sub-Categories</b>	<b>Break-down of Violence or Aggression (Verbal Abuse) in Each Sub-Category</b>
<b>4</b> were during operational activities	874 - As a firefighter was running out the hydrant to the fire engine, they received verbal abuse of a sexual nature from a member of the public.
	879 - A firefighter attending an incident noticed that the ambulance crew were having issues with the male from the property who was being very aggressive and lashing out. On assisting the ambulance crew the situation didn't calm so police emergency response was requested.
	909 - A firefighter was attending an incident involving a suicidal member of the public who became aggressive and threatening using homophobic language against the Fire Service and Police involved.
	923 - On attending a fire call firefighters were met with resistance from the owner of the property, who was swearing and making threats. The firefighters did manage to enter the property and deal with the incident, which turned out to be a false alarm.
	Totalling <b>4</b> violence or aggression

*Table A5: Violence or Aggression Reported during Quarter 1*

## **A6. Exposure or Contamination**

Of the **67** H&S events **1** relate to the category of Exposure or Contamination

An exposure event will be investigated where a harmful substance has entered the body through a route e.g. by inhalation, ingestion, absorption, by injection or when the body is irradiated. Where there is uncertainty as to whether any exposure has taken place, or this is negligible, then this would be recorded as a potential exposure and an investigation would not normally be instigated, unless related symptoms develop.

Table A6 below:

<b>Sub-Categories</b>	<b>Break-down of Exposure or Contamination in Each Sub-Category</b>
<b>1</b> was during training exercises	907 - 1 relates to <b>Exposure</b> . During a training exercise the instructor complained of pain in his left eye following around 30 minutes of fire behaviour training. This training involves gas/heat.
	Totalling <b>1</b> exposure or contamination

*Table A6: Exposure or Contamination Reported during Quarter 1*

Additionally during Q1 there were three incidents where precautionary decontamination of PPE and equipment was carried out due to asbestos potentially being involved.

13 potential exposure/contaminations have been recorded. Potential exposure/contaminations are where personnel have been exposed (during training or incidents) to hazardous environments but where appropriate control measures were implemented.