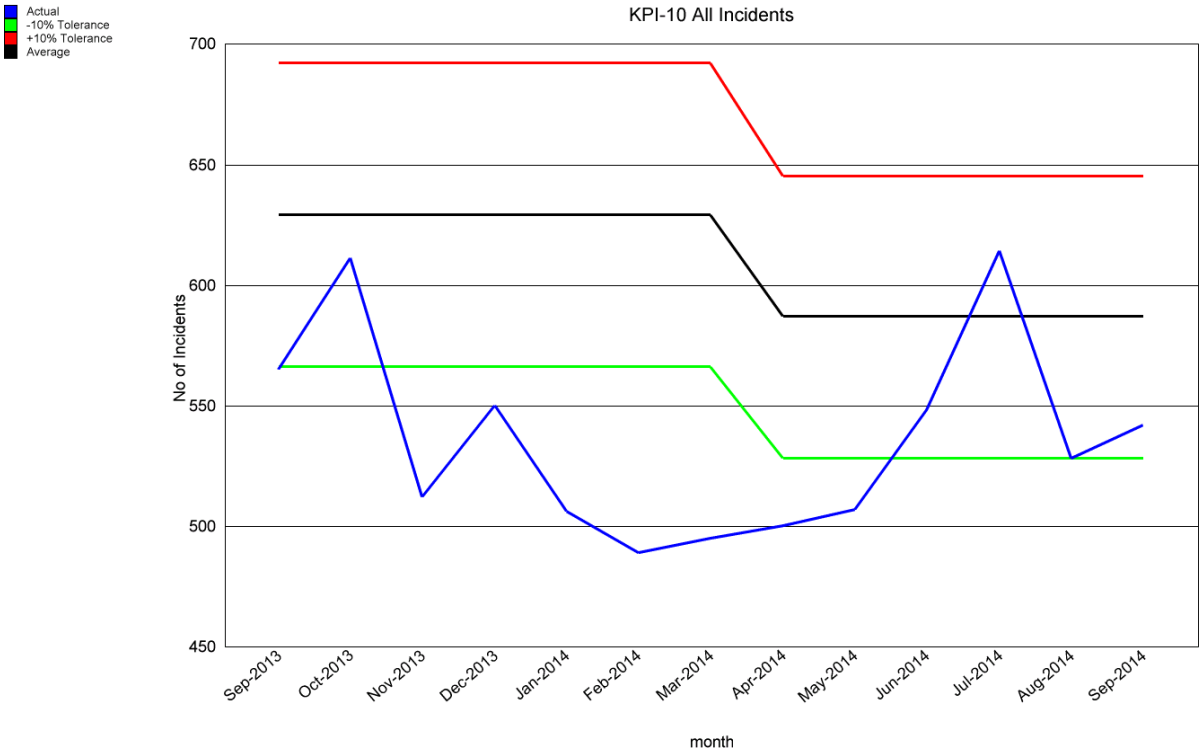
Fire Authority Annual Report 2014-15
2014-15 Quarter 1 and 2 Performance

1. Operational Activity – Total and Fire Incidents

1.1. Total Incidents Attended



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

Summary *Total incident levels for Quarter 1 and 2 2014-15 shows a decrease in operational activity compared with the same quarters last year. There have been decreases in Fire incidents and False Alarms but an increase in Special Service calls attended, when compared with same period in 2013-14. The total number of incidents attended is the lowest Quarter 1 and 2 total since the current dataset has been collected for the past nine years.*

Total Incidents	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage change
All Fires	1168	955	-18.2%
Special Services	647	672	3.9%
False Alarms	1644	1613	-1.9%
Total Incidents	**3459**	**3240**	**-6.3%**

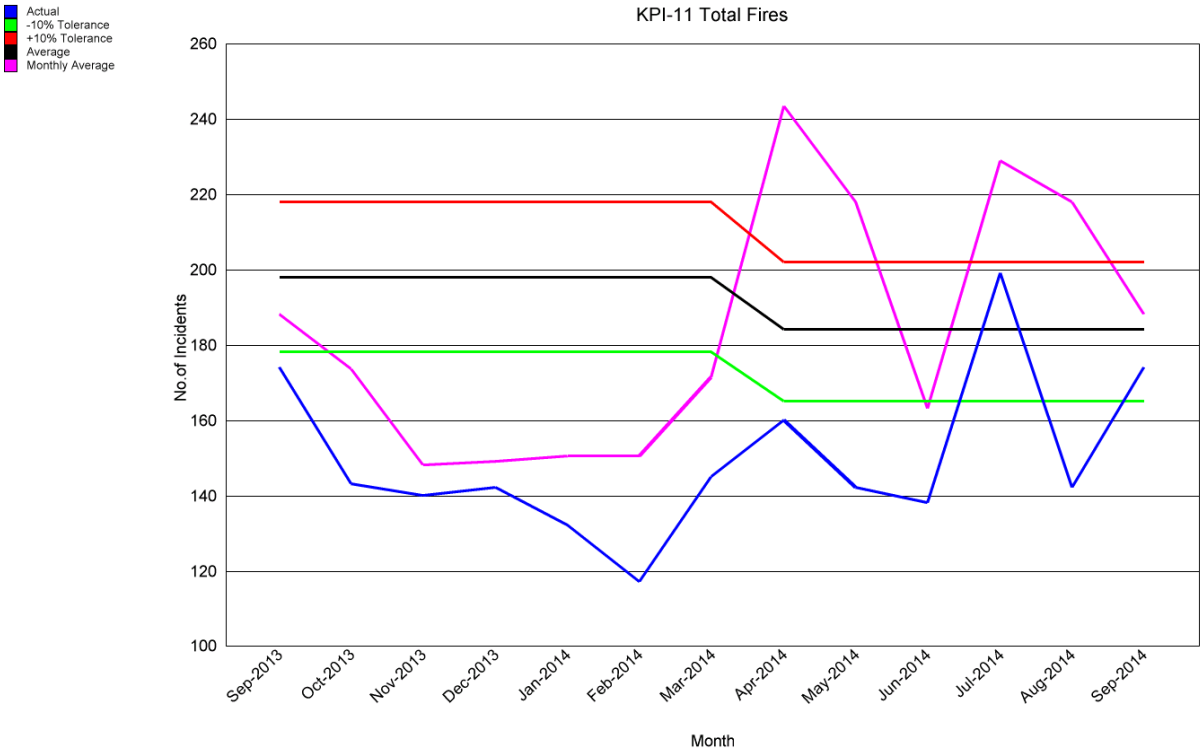
(Table 1 –Total Incidents Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

- Total Fire incidents have reduced mainly due to a reduction in Secondary Fires when compared with the same period last year and is the lowest Quarter 1 and 2 total attended for the last nine years.

- Special Service incidents have increased by 3.9% when compared with Quarter 1 and 2 2013-14; this is mainly due to increases in RTC's and wet weather related incidents. Quarter 1 and 2 2014-15 experienced wetter weather conditions than the drier conditions in the same period last year. According to a local weather station, Malvern, 323.2 mm of rain fell in Quarter 1 and 2 2014-15 compared with 205.8mm in the same period last year.

- There has been a small decrease of 1.9% in the number of False Alarm calls compared with the position at end of Quarter 2 2013-14.

1.2. Total Number of Fires



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

Summary *Decreases in all three categories of Fires have contributed to an overall decrease in the total number of Fires attended in Quarter 1 and 2 2014-15 compared with the same period in the previous financial year.*

Total Fires	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage change
Primary Fires	546	498	-8.8%
Secondary Fires	559	421	-24.7%
Chimney Fires	63	36	-42.9%
Total Fires	**1168**	**955**	**-18.3%**

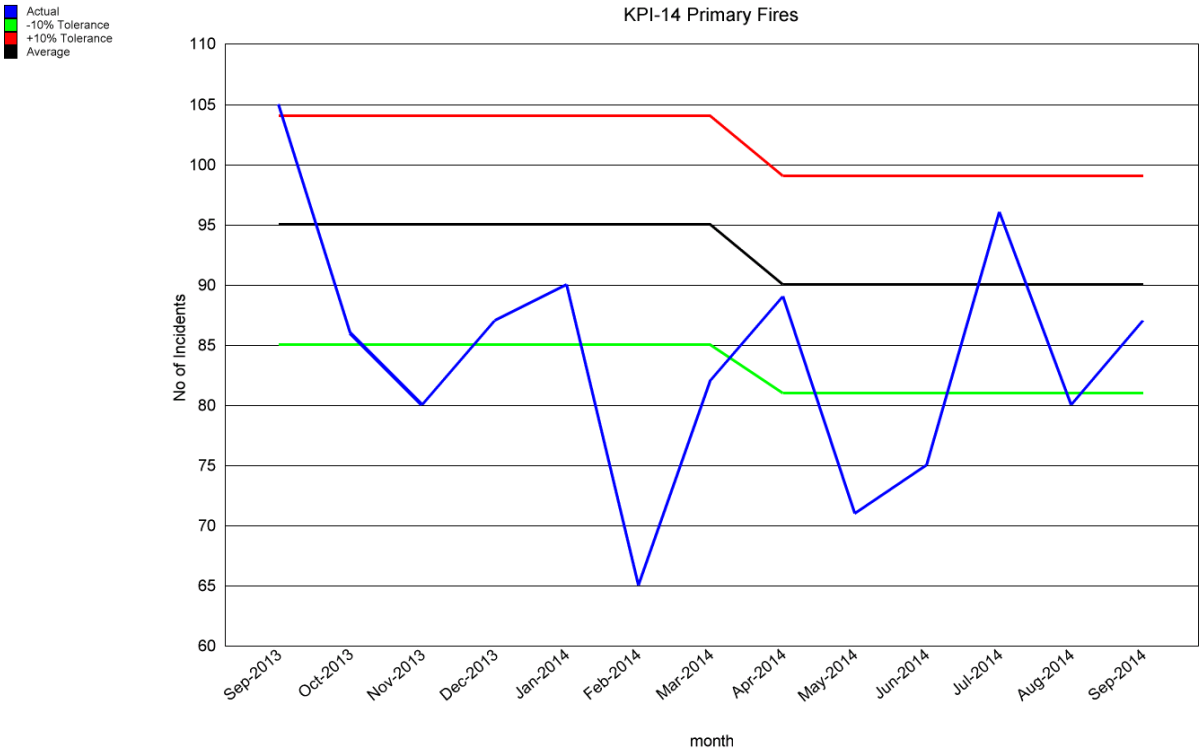
(Table 2 –Total Fires Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

- Primary Fires have decreased by 8.8% when compared with the same period last year (498 compared with 546 fires) and are also down 14.6% from last 5 years Quarter 1 and 2 average (583 incidents).

- Secondary Fires have decreased by 24.7% when compared with the same period last year (421 compared with 559) and are also down 37.1% from the last 5 years average (670 incidents).

- Chimney fires have decreased by 42.9% compared with Quarter 1 and 2 2013-14 (36 compared with 63) and are down by 25.0% compared with the average number of chimney fire incidents attended in Quarter 1 and 2 in the last 5 years (48 incidents).

1.3.Primary Fires



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

Summary *Primary Fire incidents in Quarter 1 and 2 2014-15 have decreased when compared with Quarter 1 and 2 2013-14 and are the lowest Quarter 1 and 2 number of incidents attended for the last nine years.*

Primary Fires	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage change
Building Fires	309	282	-8.7%
Vehicle & Transport Fires	162	163	0.6%
Outdoor Fires	75	53	-29.3%
Total Fires	**546**	**498**	**-8.8%**

(Table 3 – Primary Fires Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

- Building Fires have decreased by 8.7% compared with the previous year. Within the category of Building Fires, non-residential fires have reduced by 29.2% but building fires in dwellings have increased by 6.7%. The Service attended the same number of other residential fires in Quarter 1 and 2 2014-15 as on the same period last year (15 incidents).

- Car fires account for the largest proportion of vehicle and transport fires and although they have reduced from 85 in Quarters 1 and 2 2013-14 to 81 in Quarter 1 and 2 2014-15, the overall number of vehicle fires has increased slightly which was partially due to an increase in lorry/HGV and motorcycle fires when compared with the same period last year.

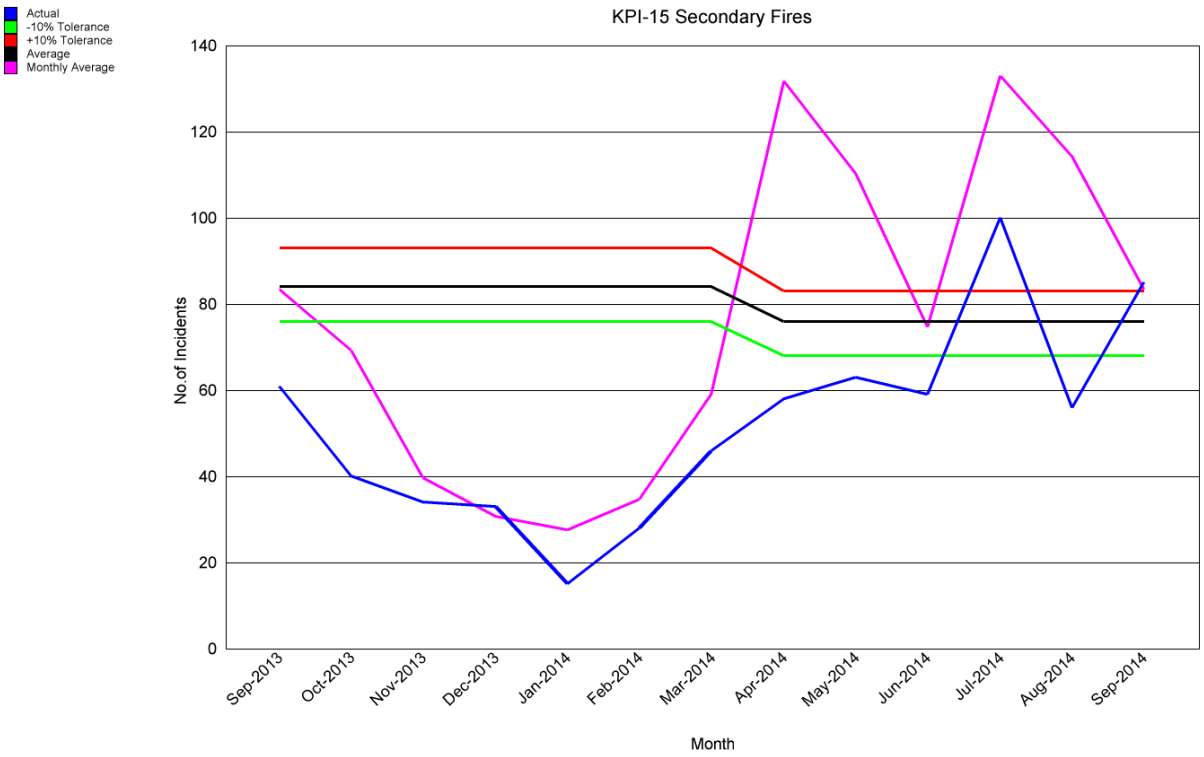
- The number of primary outdoor fires has reduced by 29.3% when compared with the same period last year (53 compared to 75 fires). These are outdoor fires which are designated primary fires as they are attended by five or more engines or they involve a casualty. The reduction is mainly due to a decrease in grassland woodland and crops fires which are deemed to be primary fires.

- Injuries from Primary Fires have increased when compared with the same period last year. There were 12 injuries from Primary Fires in Quarters 1 and 2 2014-15 compared with 16 in Quarters 1 and 2 2013-14. However regard needs to be made to the small numbers involved. Ten of the 12 injuries from Primary Fires in Quarters 1 and 2 2014-15 were slight and as a result of the casualty being overcome by gas, smoke or toxic fumes and the remaining two were considered serious and were severe burns. Slight injuries are defined as those where it is considered that the casualty attending hospital as an outpatient only rather than an overnight stay but not where they were advised to attend hospital as a precautionary check. Serious injuries are defined as those where it is considered that casualty would attend hospital at least overnight.

- 5 of the 12 injuries were as a result of accidental dwelling fires and four out of the five were as a result of fires which started in the kitchen, the other accidental dwelling injury was as a result of fire which started in a hallway. The other 7 injuries from primary fires were as a result of 3 vehicle fires, 2 boat fires, one factory fire and one café/restaurant fire. Prevention activity continues with information delivered in line with national initiatives. The Service continues to work with partner agencies to seek out referrals in hard to reach groups.

- There were no fatalities from Primary Fires in Quarter 1 and 2 2014-15 compared with four in the same period last year.

1.4. Secondary Fires



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

Summary *Secondary fire numbers have decreased in Quarter 1 and 2 2014-15 compared with the same period last year. This is due to the wetter conditions during Quarter 1 and 2 2014-15 when compared with the predominantly drier weather conditions in Quarter 1 and 2 2013-14.*

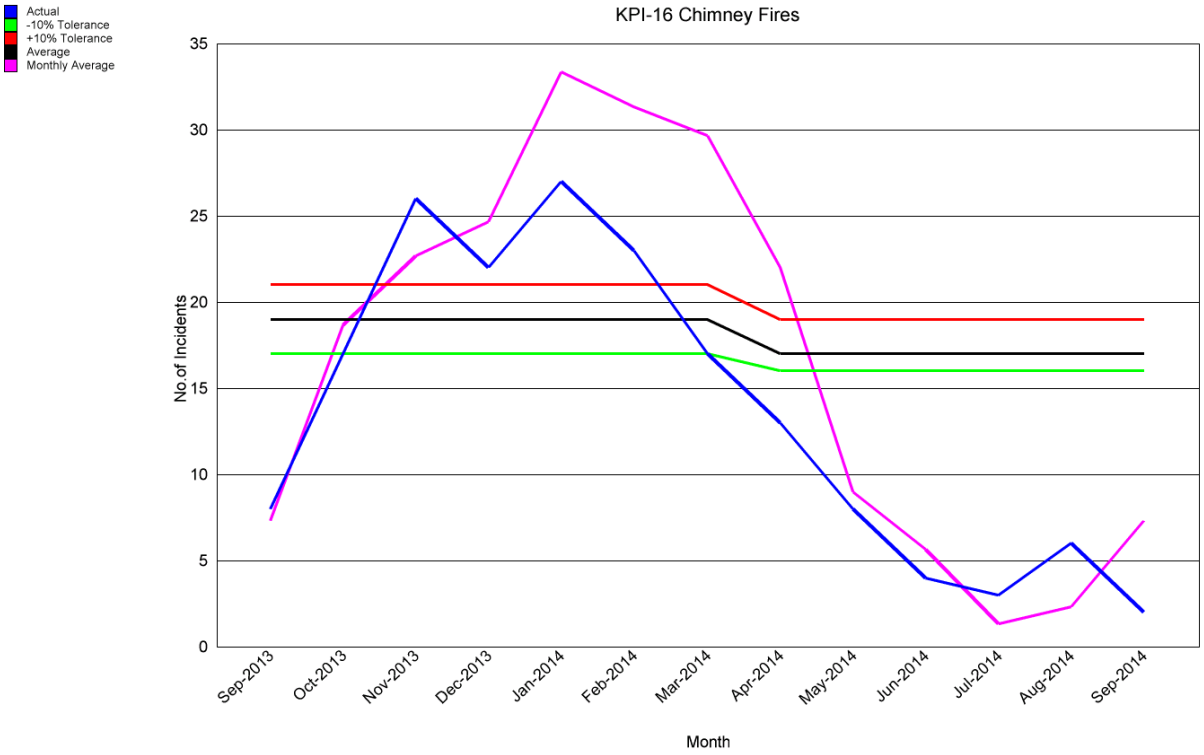
Secondary Fires	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage change
Grassland woodland and crops	245	130	-46.9%
Other Outdoors (including land)	167	157	-6.0%
Outdoor equipment & machinery	9	9	0.0%
Outdoor Structures	119	105	-11.8%
Building & Transport	19	20	5.3%
Total Fires	**559**	**421**	**-24.7%**

(Table 4 – Secondary Fires Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

- The table above shows that the largest decreases in Secondary Fires, comparing Quarter 1 and 2 2014-15 with Quarter 1 and 2 2013-14, were in fires located in grassland, woodland and crops. There were 130 grassland, woodland and crop fires in Quarter 1 and 2 2014-15 which represent 30.9% of all Secondary Fires compared with 245 grassland, woodland and crop fires in the same period in 2013-14 (43.8% of all secondary fires).

1.5. Chimney Fires

Summary *Chimney fires have decreased by 42.9% compared with Quarter 1 and 2 2013-14 (36 compared with 63) and are down by 25% compared with the average number of Chimney Fire incidents attended in the last 5 years (48 incidents).*



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

- The total number of Chimney Fires attended in Quarter 1 and 2 2014-15 has reduced when compared with Quarter 1 and 2 2013-14 despite increases in the number attended in July and August when compared with the previous year. Chimney fires have also reduced by 25% when compared with the average number of chimney fire incidents attended in Quarter 1 and 2 in the last 5 years which was 48 incidents.

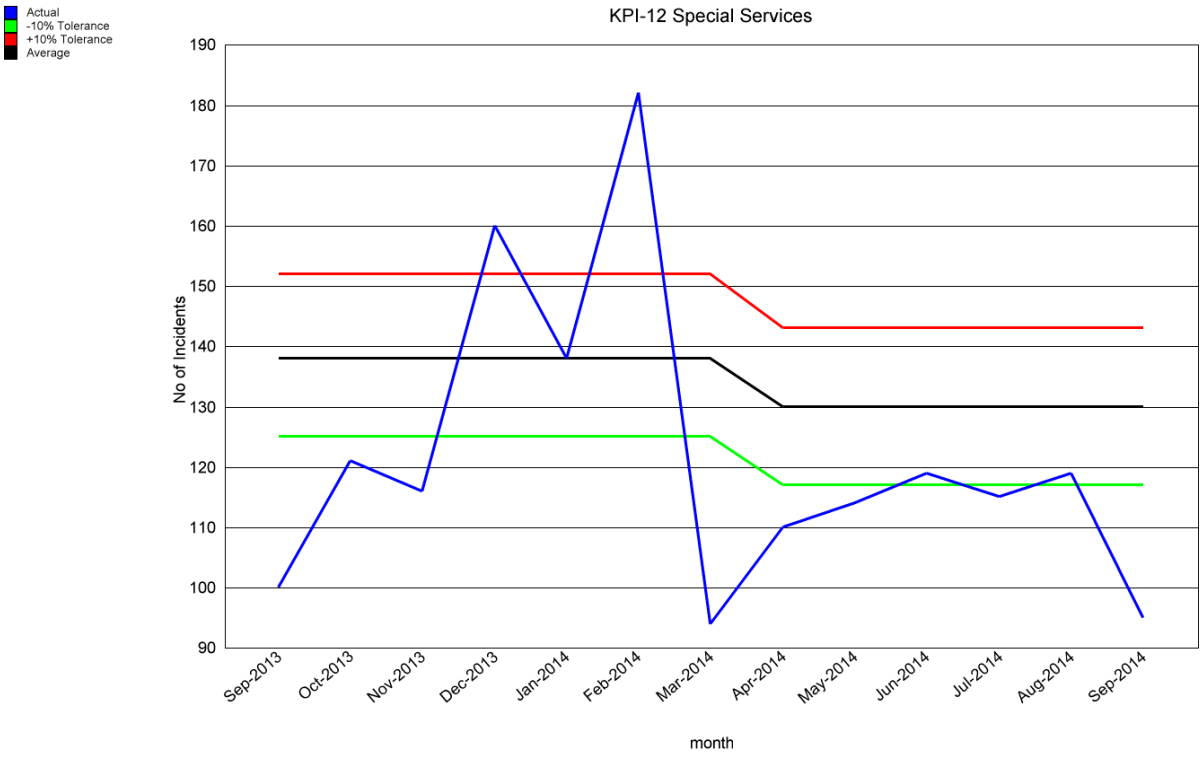
Chimney Fires	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage Change
April	33	13	-60.6%
May	13	8	-38.5%
June	7	4	-42.9%
July	1	3	200.0%
Aug	1	6	500.0%
Sept	8	2	-75.0%
Total	**63**	**36**	**-42.9%**

(Table 5 – Chimney Fires Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

2. Operational Activity - Other Non-Fire Incidents

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

2.1. Special Service Incidents



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

Summary *Special Service incidents totals have increased by 3.9% when compared with the previous year, this is particularly due to an increase in RTC and wet weather related incidents when compared with same period in 2013-14.*

All Special Services	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage change
RTC Incidents	247	249	0.8%
Flooding	33	44	33.3%
Rescue/Evacuation from Water	18	27	50.0%
Animal Assistance	58	49	-15.5%
Other Special Services	291	303	4.1%
Total Incidents	**647**	**672**	**3.9%**

(Table 6 – Special Services Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

- The Service attended a spate of wet weather incidents in June 2014 which has resulted in the increase in these incidents attended in Quarter 1 and 2 2014-15 when compared to the same period last year.

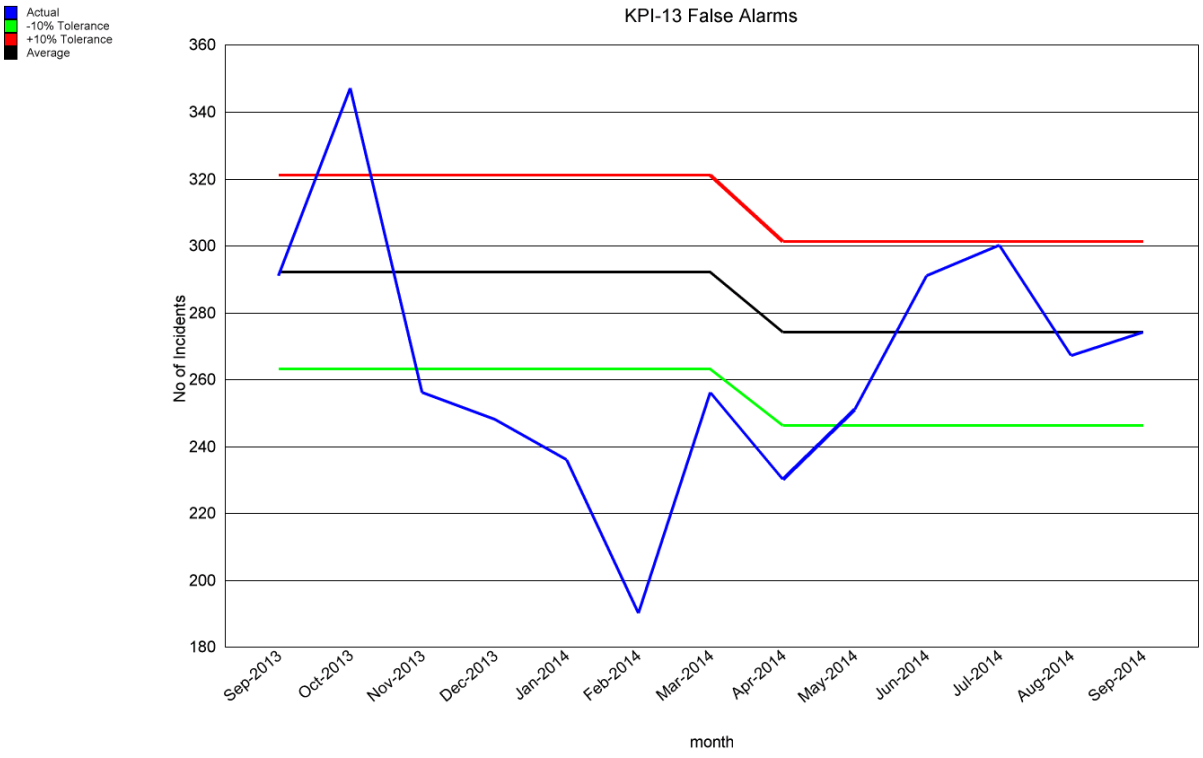
- In addition to property based flooding incidents, there are also other incident types that are adversely affected by wet weather conditions. These include making safe (not RTC) and rescues and evacuation from water incident types. These incident types have also increased when compared with the same period last year. Making safe (not RTC)

incidents have increased by 41.7% from 12 incidents in Quarter 1 and 2 2013-14 to 17 incidents in Quarter 1 and 2 2014-15 and rescues and evacuation from water incidents have increased by 50% from 18 incidents in Quarter 1 and 2 2013-14 to 27 incidents in Quarter 1 and 2 2014-15.

- The number of RTC incidents has increased slightly when compared with the previous year with 249 incidents attended compared with 247 in the same period last year. The number of people killed or seriously injured from RTC incidents has also increased with 52 casualties in Quarter 1 and 2 2014-15 compared with 40 casualties in the same period last year.

- The largest sub category of other Special Services was animal assistance incidents (49) which in Quarter 1 and 2 2014-15 accounted for 7.3% of all Special Service incidents (672 incidents) but have decreased by 15.5% when compared with the same period last year.

2.2.False Alarm Incidents



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

Summary *The total number of False Alarms attended has decreased slightly in Quarter 1 and 2 2014-15 compared with the same period last year and is the lowest Quarter 1 and 2 total attended in the last nine years.*

Total False Alarms	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage change
Malicious False Alarms	26	31	19.2%
False Alarm Good Intent	397	420	5.8%
Automatic False Alarms	1221	1162	-4.8%
Total False Alarms	**1644**	**1613**	**-1.9%**

(Table 7 – False Alarms Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

- There has been a slight increase in the number of Good Intent False Alarms attended and a larger percentage increase in the number of Malicious False Alarms when compared with the same period last year.

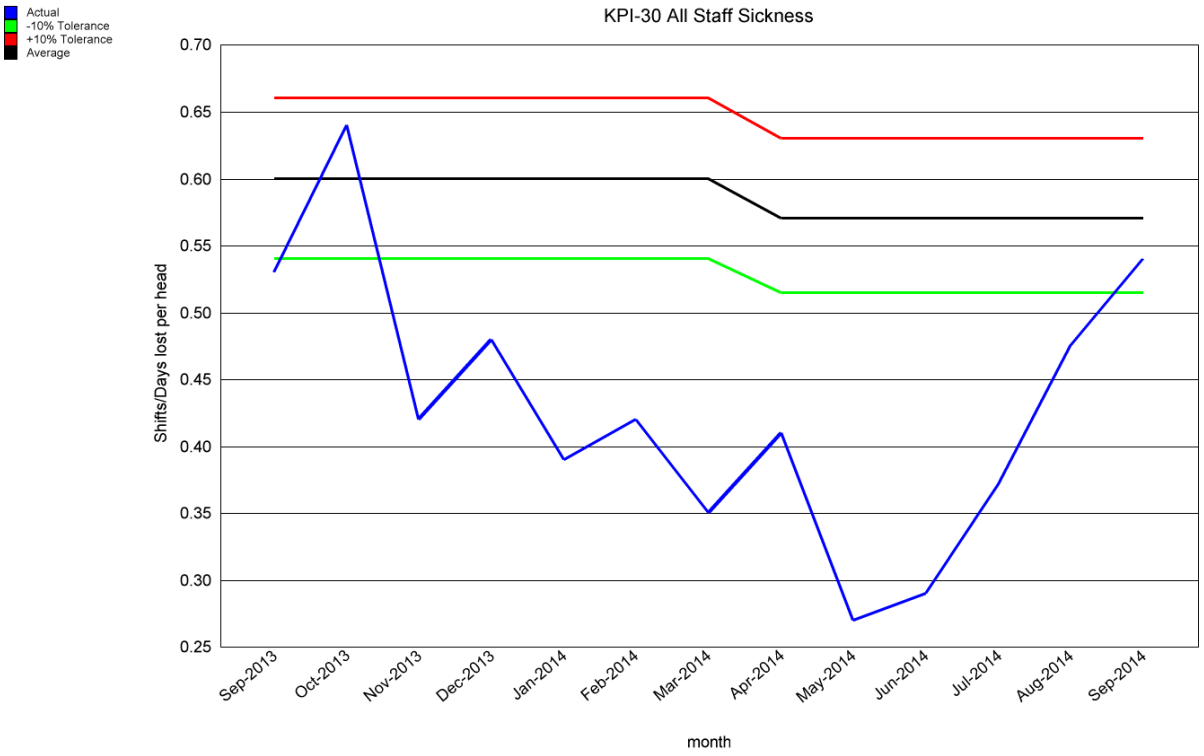
- These increases have been negated by a decrease in the number of Automatic False Alarms attended which represents the largest proportion of all false alarms.

- The increase in the number of Automatic False Alarms attended is mainly due to a reduction in the number of alarms carelessly or accidentally set off and also due to a reduction in damaged false alarm systems.

- The Quarter 1 and 2 false alarm total is the lowest Quarter 1 and 2 total attended in the last nine years.

3. Absence Management

3.1.All Staff Sickness



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

Summary *Sickness levels for all staff are beginning to rise again in Quarters 1 and 2 2014-15 since dropping from a peak in October 2013.*

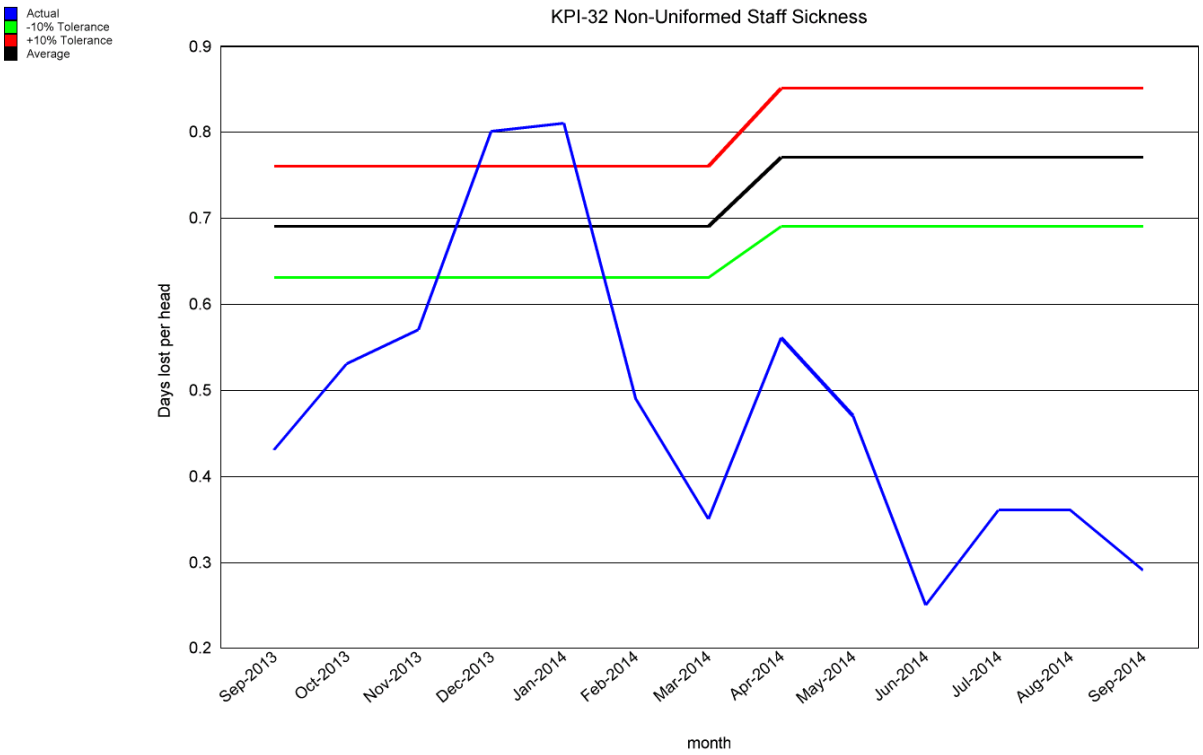
	Short Term All Staff Sickness per head *(shifts/days lost)*		Long Term All Staff Sickness per head *(shifts/days lost)*		All Staff Sickness per head *(shifts/days lost)*	
April 14	0.24	*(101)*	0.17	*(70.43)*	0.41	*(171.43)*
May 14	0.16	*(65.46)*	0.11	*(46.74)*	0.27	*(112.2)*
June 14	0.14	*(58)*	0.15	*(64.74)*	0.29	*(122.74)*
July 14	0.23	*(98)*	0.14	*(57.49)*	0.37	*(155.49)*
Aug 14	0.26	*(108.55)*	0.21	*(87)*	0.48	*(195.55)*
Sep 14	0.25	*(103)*	0.29	*(117)*	0.54	*(220)*
Total	**1.29**	***(534.01)***	**1.07**	***(443.4)***	**2.36**	***(977.41)***

(Table 8 – All Staff Sickness per month Q1 and Q2 2014-15)

- The largest monthly total of all staff sickness for Quarter 1 and 2 2014-15 was in September 2014 where 0.54 days/shifts per head were lost to sickness absence. 53.2% of all staff sickness in that month was due to long term staff sickness.

- The lowest monthly percentage that long term staff sickness represented of all staff sickness was in July 2014 and was 37%. At the end of Quarter 2, long term staff sickness represented 45.4% of all staff sickness for the year to date.

3.2.Non-Uniformed Staff Sickness



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

Summary *Non-Uniform sickness levels are within tolerance levels on a monthly basis in Quarter 1 and 2 2014-15 and has dropped since January 2014 when they were last out of tolerance.*

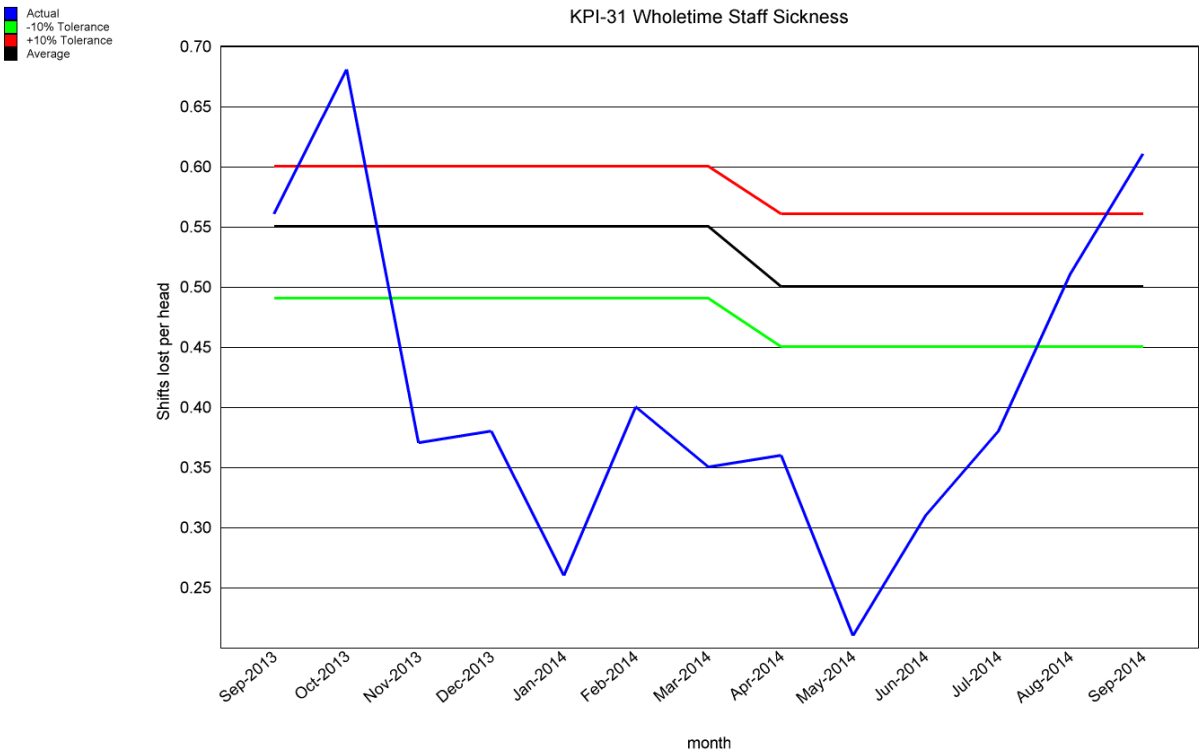
	Non-Uniform Short Term Sickness per head (Days lost)		Non-Uniform Long Term Sickness per head (Days lost)		All Non-Uniform Staff Sickness per head (Days lost)	
April 14	0.43	*(43)*	0.13	*(12.43)*	0.56	*(55.43)*
May 14	0.35	*(34.46)*	0.12	*(11.74)*	0.47	*(46.2)*
June 14	0.13	*(13)*	0.12	*(11.74)*	0.25	*(24.74)*
July 14	0.26	*(25)*	0.11	*(10.49)*	0.36	*(35.49)*
Aug 14	0.36	*(33.55)*	0.00	*(0.00)*	0.36	*(33.55)*
Sep 14	0.29	*(26)*	0.00	*(0.00)*	0.29	*(26)*
Total	**1.84**	***(175.01)***	**0.49**	***(46.4)***	**2.33**	***(221.41)***

(Table 9 – Non-Uniform Staff Sickness per month Q1 and Q2 2014-15)

- The largest monthly total of all non-uniform staff sickness in Quarter 1 and 2 2014-15 was in April 2014 where 0.56 days per head were lost to sickness absence. 77.6% of the non-uniformed sickness in April was due to short term sickness (0.43 days per head).

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

3.3.Wholetime Staff Sickness



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

Summary *Wholetime sickness levels were within tolerance levels on a monthly basis in Quarter 1 and 2 2014-15 up until September 2014 but were out of tolerance in that month due to an increase in long term sickness.*

- The largest monthly total of wholetime staff sickness in Quarter 1 and 2 2014-15 was in September 2014 where 0.61 shifts per head were lost to sickness absence. 60.6% of wholetime staff sickness in this month was due to long term sickness (0.37 shifts per head).

- The increase in wholetime sickness figures from May 2014 was predominantly as a result in an increase in the amount of long term wholetime staff sickness. Six members of wholetime staff were absent with long term sickness in September 2014.

	Wholetime Short Term Staff Sickness per head (shifts lost)		Wholetime Long Term Staff Sickness per head (shifts lost)		All Wholetime Sickness per head (shifts lost)	
April 14	0.18	*(58)*	0.18	*(58)*	0.36	*(116)*
May 14	0.10	*(31)*	0.11	*(35)*	0.21	*(66)*
June 14	0.14	*(45)*	0.17	*(53)*	0.31	*(98)*
July 14	0.23	*(73)*	0.15	*(47)*	0.38	*(120)*
Aug 14	0.24	*(75)*	0.27	*(87)*	0.51	*(162)*
Sep 14	0.24	*(77)*	0.37	*(117)*	0.61	*(194)*
Total	**1.13**	***(359)***	**1.24**	***(397)***	**2.37**	***(756)***

(Table 10 – Wholetime Sickness per month Q1 and Q2 2014-15)

- Short term sickness is no longer recorded for Bromsgrove from April 2014 due to the change to the day crewing plus shift system.

3.4.Comparative data

Sickness Absence	Q1 and Q2 2013-14	Q1 and Q2 2014-15	Percentage change
Wholetime Staff Sickness	3.06 *(1023.50)*	2.37 *(756.00)*	-22.5%
Non-Uniform Staff Sickness	4.03 *(451.29)*	2.33 *(221.41)*	-42.2%
All Staff Sickness	**3.30 *(1474.79)***	**2.36 *(977.41)***	**-28.5%**

(Table 11 – All Staff Sickness Q1 and Q2 2013-14 and Q1 and Q2 2014-15)

- There has been a decrease of 28.5% in Quarter 1 and 2 2014-15 in all staff sickness compared with the previous year. There have been similar percentage reductions in wholetime and non-uniformed staff sickness year on year. These are due to reductions in both long term and short term sickness. There has been a 37.8% decrease in the amount of long term sickness taken by all staff between Quarter 1 and 2 2013-14 and Quarter 1 and 2 2014-15 and an 18.4% decrease in the amount of short term sickness taken by all staff between Quarter 1 and 2 2013-14 and Quarter 1 and 2 2014-15.

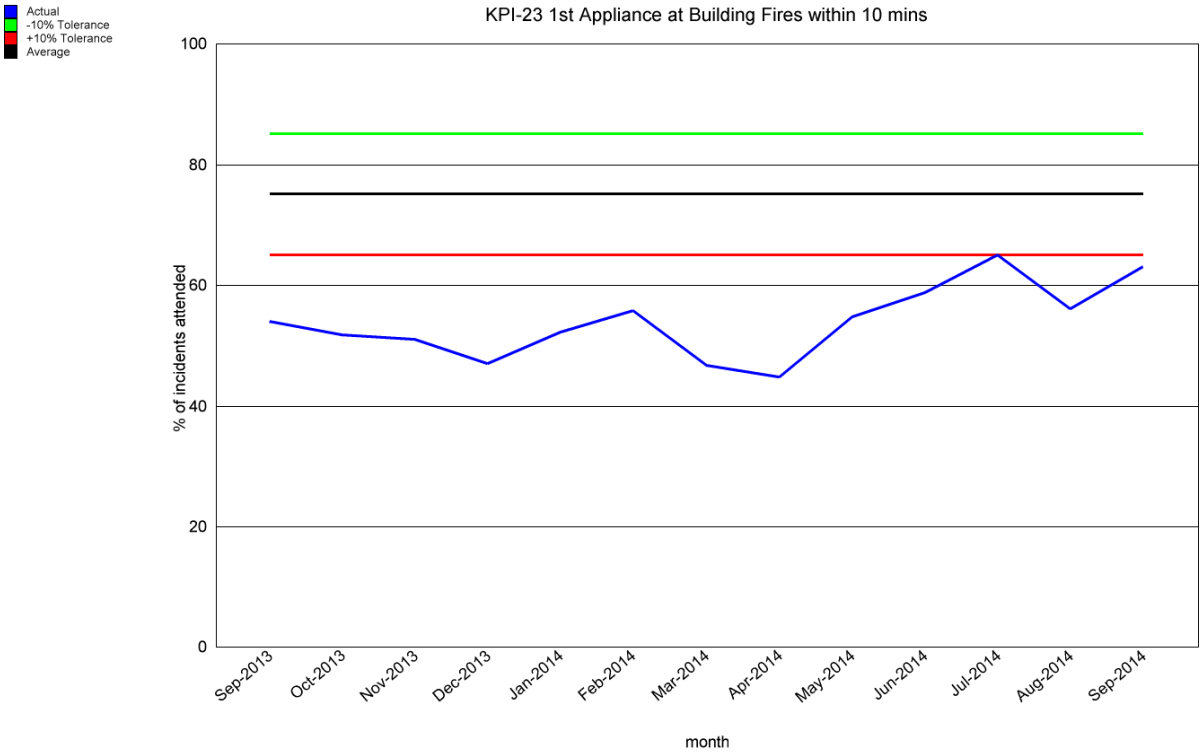
- A simple projection of the Quarter 1 and 2 2014-15 figures would result in an annual 4.72 days/shifts per head lost to all staff sickness. This would result in an improvement when compared with the figure of 5.42 shifts/days lost per head to all staff sickness in 2013-14 and also compares favourably with the reported annual sickness absence figures of 6.93 for Worcestershire County Council for 2013-14 and 11.1 for Herefordshire for 2013-14. Projections would also result in 4.74 shifts lost per person for wholetime staff and 4.66 days lost per person for non-uniform staff by the year end.

- Comparative Quarter 1 and 2 figures with other local Fire Services are not available at the time of preparing this report.

4. Key Performance Indicators Out of Tolerance

At the end of Quarter 1 and 2 2014-15, all key performance indicators (KPI) were within the 10% tolerance levels, except for the indicator regarding the first attendance by an appliance at Building fires within 10 minutes which forms part of the attendance standards set in the Service Integrated Risk Management Plan (IRMP) 2009-2012.

4.1. Attendance Standards – 1st Appliance at Fires in Buildings



(Figure 11 – Percentage of 1st Appliance at Building Fires within 10 minutes – Sept 2013 to Sept 2014)

Summary *The Service saw a reduction in the percentage of attendances at building fires that met the 10 minutes attendance standard compared with the same period last year. Travel distance accounted for 54.7% of these failures. 29.7% of the 64 incidents which did not meet the standard were attended in a time of between 10 and 11 minutes.*

1st Appliance attendance at Building Fires within 10 minutes	Q1 and Q2 2013-14	Q1 and Q2 2014-15
Building fires attended within 10 minutes	186	170
Total Number of Building fires attended	321	296
% attended within 10 minutes	**57.9%**	**57.4%**

(Table 13 –1st Appliance attendance Q1 and Q2 13-14 & Q1 and Q2 14-15)

- There were less building fires attended within 10 minutes at the end of Quarter 1 and 2 2014-15 than at the end of same period in 2013-14. The average time taken to attend all building fires in Quarter 1 and 2 2014-15 was 9 minutes 54 seconds. 31 out of the 126 fires which were not attended within 10 minutes were attended within 11 minutes.

- 222 out of the 296 building fires or 75% of incidents were attended in time of 11 minutes 59 seconds or less, the remaining 25% or 74 incidents were attended in a time more than 11 minutes 59 seconds.

- It is has been well documented already that the Service launched a new Fire Control system in September 2012 which as a result of improved technology now records the time of call earlier than under the previous Fire Control system, and this has contributed to the overall apparent deterioration in performance in this standard post 2012-13.

- The impact of this can be seen in the following table which breaks down the overall attendance time in three separate components. It is important to note that the first component is over 2 minutes because the time of call is now set earlier.

1st Appliance attendance at Building Fires within 10 minutes average times	**Q1 & Q2 2014-15 (mm:ss)**
Time of Call till time appliance mobilised	02:04
Mobilised Time till Appliance Mobile	02:08
Mobile Time till to Appliance Arrive	05:42
Time of Call to Arrival at Scene	**09:54**

(Table 14 –1st Appliance attendance average times Q1 and Q2 2014-15)

- The attendance standard was developed prior to the introduction of new Fire Control system and there is not an exact match between a time recorded in the new system and the time used under the old system to record the time of call. The nearest time in the new system would be the "incident created" time which is after the time of call and is the time that the operator has found the address in the database, and now wants to look for the nearest appliance. Using the "incident created" date and time as the starting point would result in an improvement for Quarter 1 and 2 2014-15 from 57.4% to 71.3% with 211 out of the 296 building fires attended within 10 minutes. However it is to be noted that this is not an exact match with the old system and is therefore only an estimation.

- It also has to be noted that the many parts of the area covered by the Service are rural in nature and often supported by on-call or retained stations who may take up to six minutes to respond into and mobilise out of the fire station. Herefordshire as a county has a sparse population with the fourth lowest overall population density in England.

- 122 out of the 296 building fires were in North District and 56.6% of these were attended within 10 minutes. There were 113 building fires in South District and 61.1% of these were attended within 10 minutes. The remaining 61 building fires were in West District and 52.5% of these were attended within 10 minutes.

- The average time taken for a Wholetime pump to be first arrival was 9 minutes 3 seconds. The average time taken for a Retained pump to be first arrival was 11 minutes 39 seconds and the average time taken for a Day Crewed pump to be first arrival was 10 minutes 29 seconds.

1st Attendance at Building Fires	Building fires attended within 10 minutes	Total Number of Building fires attended	Percentage attended within 10 minutes
Wholetime	123	181	68.0%
Retained	24	68	35.3%
Day Crewed	23	44	52.3%
Over the Border	0	3	0.0%
All	**170**	**296**	**57.4%**

(Table 15 –1st Appliance attendance by pump type Q1 and Q2 2014-15)

- The table below illustrates breakdown of reasons giving by the officer in charge at the incident for the all 126 incidents where the standard was not met in Quarter 1 and 2 2014-15. Travel distance accounted for over 45% of the failures.

Travel distance to the incident	64	Simultaneous Incident	2
Turn in time (Retained and day crew only)	21	Difficulty in locating incident address	2
Appliance not booked in attendance	6	Control intervention i.e. 1st pump re-directed	2
Incorrect or insufficient information passed to control on initial call	6	Insufficient crew due to numbers of crew available	2
Mobilised from other location (not on home station)	5	Responding at normal road speed, i.e. AFAs	2
Incident outside station turnout area	4	Mobilising error	2
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	3	Weather conditions / Road conditions	1
Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only)	3	Training event delaying turn out i.e. drilling	1
		Total	126

(Table 16 – Fire in Buildings –1st appliance standards not met Q1 & Q2 14-15)

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

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

5. Retained Availability

Summary *There has been an increase in availability of 0.9% of all Retained Appliances across the Service when compared with the situation at the end of Quarter 1 and 2 2013-14.*

Retained Availability	Q1 & Q2 2013-14	Q1 & Q2 2014-15	Percentage change
April	90.8%	93.5%	2.7%
May	91.2%	91.2%	0.0%
June	87.4%	91.6%	4.2%
July	89.2%	89.1%	-0.1%
August	87.9%	89.9%	2.0%
September	91.0%	90.5%	-0.5%
Total	**89.6%**	**90.5%**	**0.9%**

(Table 17 – Retained availability by month –Q1 and Q2 13-14 & Q1 and Q2 14-15)

- Retained availability has increased in four out of the six months in Quarters 1 and 2 2014-15 compared with the months in the same period last year. The highest monthly availability in Quarter 1 and 2 was in April where retained pumps were available 93.5% of the time.

Reasons for Appliances being off the run Quarter 1 and 2 2014-15 for all stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	9.2%
No BA wearers	6.9%
No Officer in Charge	5.9%
No driver	1.4%
Total impact on pump availability	**8.5%**

(Table 18 – Retained availability by factor –Quarter 1 and 2 2014-15)

- Overall availability is dependent on a number of factors and an Appliance can be unavailable due to a combination of factors. The lack of sufficient crew is the largest reason for unavailability.

- All 27 stations also have at least one retained appliance making up the total of 33 of the 43 appliances. The Service operates daily where appliances regardless of crewing will not be available for periods of time, such as when committed to an incident, training, lack of staffing or vehicle failure. Strategic cover is maintained by fire control during these periods and cover moves (of people or fire engines) are often made daily to balance cover across both counties. Small periods of deficient availability are where possible backfilled subject to strategic levels of cover.

Appliance/Station	Q1 & Q2 Availability 2013-14	Q1 & Q2 Availability 2014-15	Better/ Worse
213 Worcester	99.1%	98.7%	-0.4%
221 Stourport	92.6%	99.4%	6.8%
231 Bewdley	93.1%	86.1%	-7.0%
241 Kidderminster	99.4%	98.6%	-0.8%
251 Bromsgrove	90.7%	93.7%	3.0%
261 Droitwich	86.1%	87.3%	1.2%
271 Redditch	99.1%	98.4%	-0.7%
273 Redditch	70.8%	73.8%	3.0%
281 Evesham	94.8%	92.3%	-2.5%
291 Pebworth	85.0%	89.9%	4.9%
302 Broadway	82.6%	81.8%	-0.8%
311 Pershore	92.5%	94.4%	1.9%
322 Upton	96.1%	95.8%	-0.3%
411 Malvern	99.4%	98.2%	-1.2%
421 Ledbury	63.6%	58.7%	-4.9%
422 Ledbury	99.5%	99.2%	-0.3%
431 Fownhope	96.8%	95.1%	-1.7%
441 Ross on Wye	84.8%	86.1%	1.3%
442 Ross on Wye	100.0%	100.0%	0.0%
452 Whitchurch	73.9%	88.7%	14.8%
463 Hereford	97.1%	95.9%	-1.2%
472 Ewyas Harold	88.5%	89.3%	0.8%
481 Eardisley	95.9%	97.1%	1.2%
492 Kington	98.4%	97.9%	-0.5%
502 Leintwardine	93.2%	95.0%	1.8%
511 Kingsland	100.0%	99.9%	-0.1%
521 Leominster	74.8%	72.1%	-2.7%
522 Leominster	100.0%	100.0%	0.0%
531 Tenbury	55.2%	59.2%	4.0%
532 Tenbury	99.3%	98.9%	-0.4%
541 Bromyard	70.4%	85.5%	15.1%
542 Bromyard	99.0%	100.0%	1.0%
552 Peterchurch	88.1%	80.1%	-8.0%
Total	**89.6%**	**90.5%**	**0.9%**

(Table 19 – Retained availability Q1 and Q2 2014-15 compared with Q1 and Q2 2013-14)

- The above data from Gartan Retained Duty system shows that in the case of two pump stations, if there is a deficiency in any way which takes the crewing below the two pump requirement then the regular pump will go off the run first so that the rescue appliance remains as available as possible. This is the case with:

    - Ledbury 421 which was available 58.7% of the time in Quarters 1 and 2 2014-15 and has reduced by 4.9% on Quarters 1 and 2 2013-14 availability. The low availability of 421 was mainly due to the lack of a sufficiently qualified manager and suitably qualified BA wearers during Quarters 1 and 2 2014-15. The Rescue pump at Ledbury (422) was still available 99.2% of the time in Quarters 1 and 2 2014-15.

    - Similarly, Tenbury 531 which was available 59.2% of the time Quarters 1 and 2 2014-15 but which had increased by 4.0% from the Quarters 1 and 2 2013-14 availability of 55.2%. The Rescue pump at Tenbury (532) was available 98.9% of the time in Quarters 1 and 2 2014-15.

    - Leominster 521 was available 72.1% in Quarters 1 and 2 2014-15 and had decreased by 2.7% compared with availability in Quarters 1 and 2 2013-14. The low availability in Quarter 1 and 2 2014-15 was mainly due to the lack of sufficient crew and suitably qualified BA wearers.

- Pumps have shown significant improvement between Quarters 1 and 2 2013-14 and Quarters 1 and 2 2014-15 include:

    - Bromyard 541 which was up 15.1% in Quarters 1 and 2 2014-15 when compared with Quarters 1 and 2 2013-14 availability.

    - Whitchurch 452 which was up 14.8% in Quarters 1 and 2 2014-15 when compared with Quarters 1 and 2 2013-14 availability.

    - Stourport 221 which was up 6.8% in Quarters 1 and 2 2014-15 when compared with Quarter 1 and 2 2013-14 availability.

- The Rescue pumps at Ross 442, Leominster 522 and Bromyard 542 all had 100% retained availability throughout Quarters 1 and 2 2014-15.