

Appendix 1

Fire Authority 2018-19 Performance Report: Quarter 1

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

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

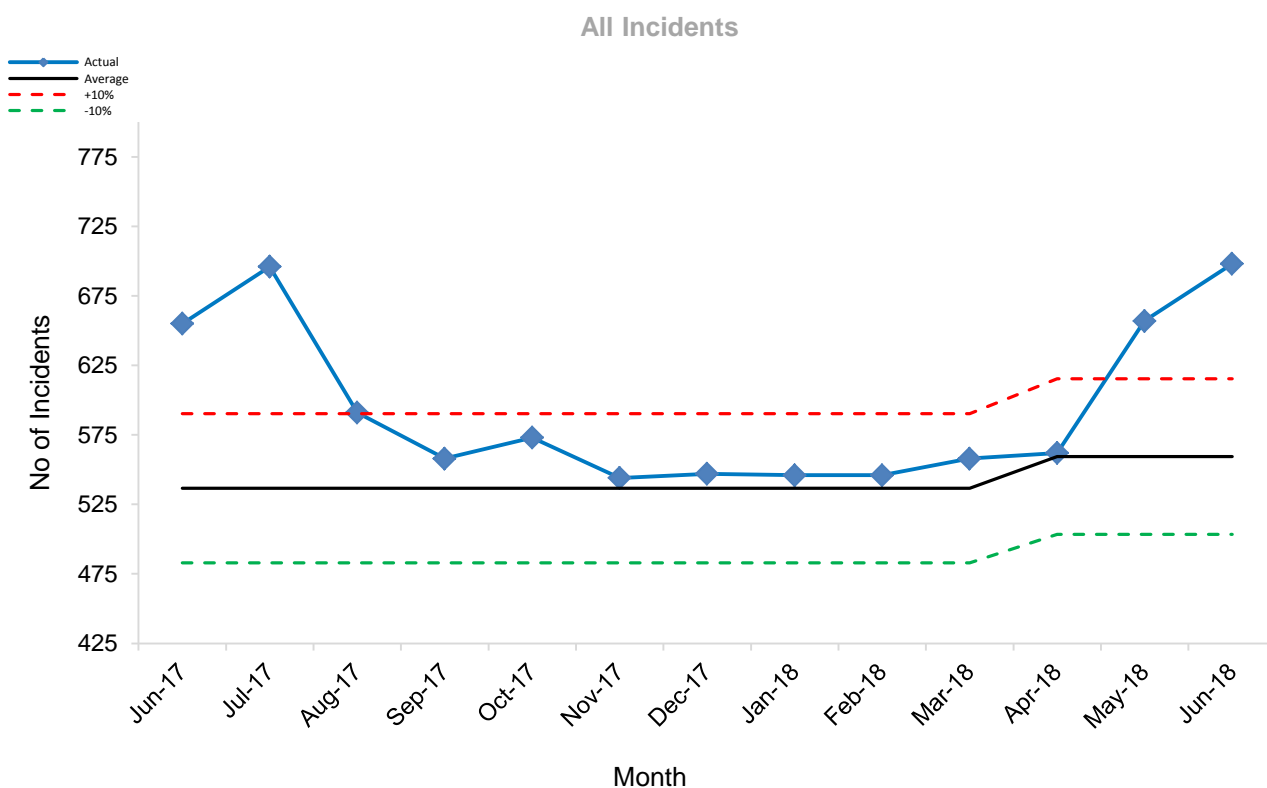
1. Operational Activity

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

** Special Services are incidents other than fires and false alarms, and include road traffic collisions, flooding, person rescues, lift rescues, spills and leaks and animal rescues.*

1.1. Total Incidents Attended

The total number of incidents attended in Q1 2018-19 was 1,917, which is an increase of 8.2% (145 incidents) compared with Q1 2017-18. The majority of this is accounted for by an increase of 20.4% in Special Service calls (80 incidents). Fire related incidents were down by 0.7% (4 incidents). False Alarms were up (69 incidents), an increase of 8.9%.

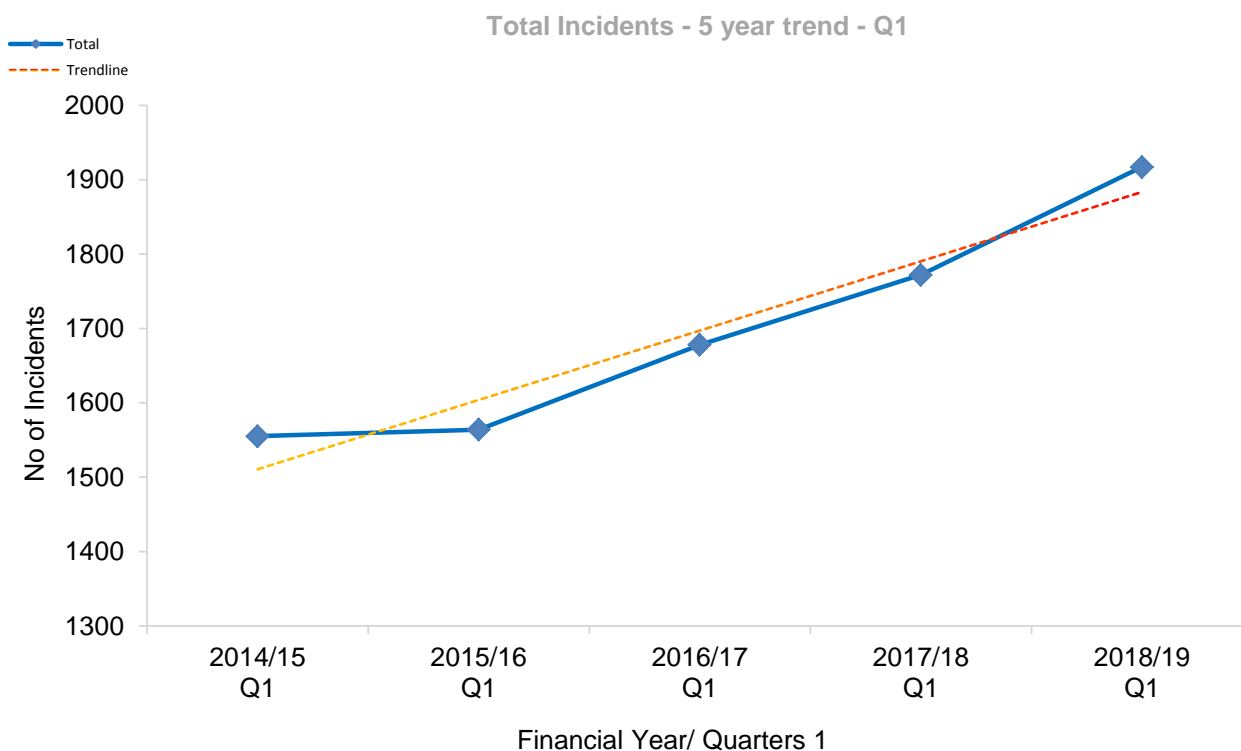


(Figure 1 – Total Incidents per month: Jun 2017 to Jun 2018)

Total Incidents	Q1 2017-18	Q1 2018-19	% change
All Fires	603	599	-0.7
Special Services	393	473	20.4
False Alarms	776	845	8.9
Total Incidents	1772	1917	8.2

(Table 1 – Total Incidents: Q1 2017-18 and Q1 2018-19)

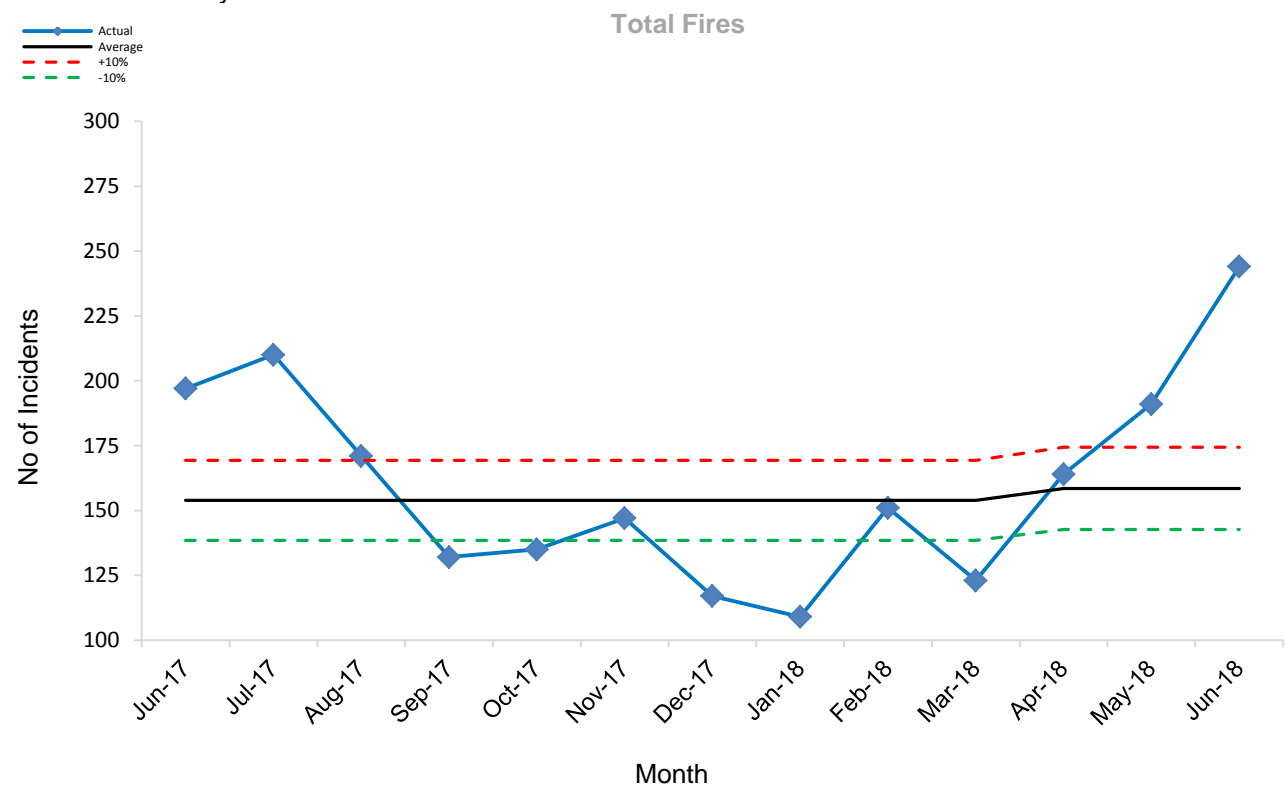
- Total Fire Incidents, which include Primary, Secondary and Chimney Fires, were 0.7% lower (4 incidents) than the same period in 2017-18.
- An increase of 8 incidents (2.8%) for Primary Fires occurred in Q1 2018-19 compared to Q1 2017-18.
- The number of Special Service incidents has increased by 20.4% (80 incidents) compared with the same period in 2017-18 largely due to increases in RTCs at 32.4% (44 incidents), flooding related incidents up by 87.5% (21 incidents) and Assisting other Agencies up 8.0% (2 incidents).
- The total number of False Alarm incidents increased by 8.9% (69 incidents) compared with the same period in 2017-18.



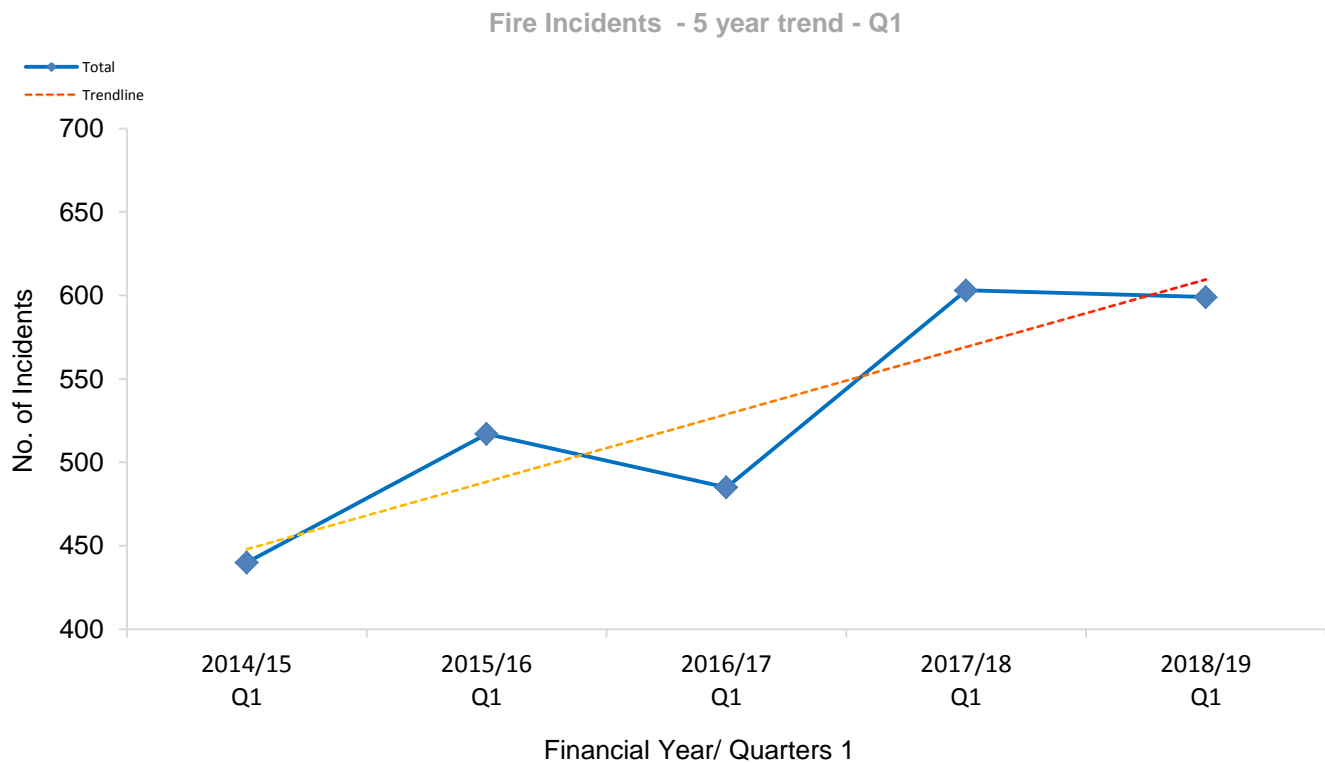
(Figure 2 – All Incidents: Q1 2014-15 to Q1 2018-19)

1.2 Total Number of Fires

The number of fires has decreased by 0.7% (4 incidents) in Q1 2018-19 compared with the same period in 2017-18. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreasing during winter. Figure 4 shows the total number of fires in Q1 for the last 5 years.



(Figure 3 – Total Fires per month: Jun 2017 to Jun 2018)



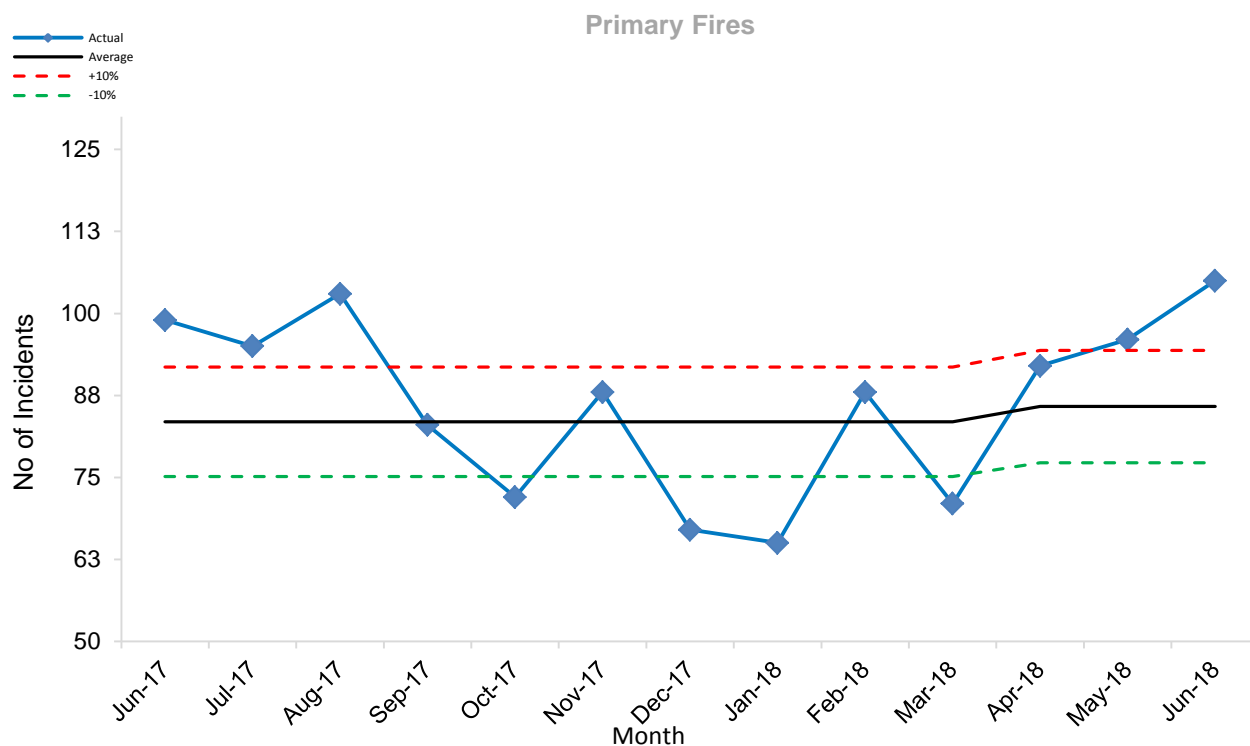
(Figure 4 – Primary Fires: Q1 2014-15 and Q1 2018-19)

Total Fires	Q1 2017-18	Q1 2018-19	% change
Primary Fires	285	293	2.8
Secondary Fires	300	293	-2.3
Chimney Fires	18	13	-27.8
Total Fires	603	599	-0.7

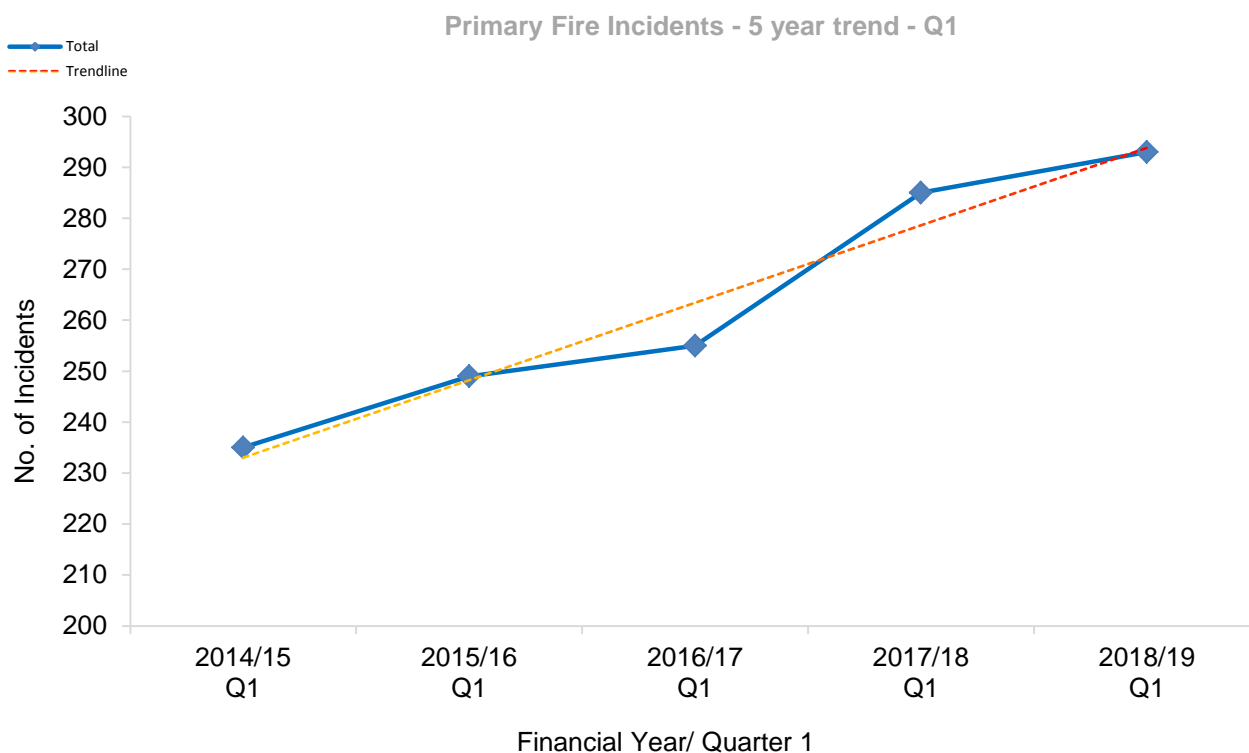
(Table 2 – Total Fires: Q1 2017-18 and Q1 2018-19)

- The number of Primary Fire incidents increased by 8 incidents in Q1 of 2018-19 compared to the same period in 2017-18, representing an increase of 2.8%.
- The number of Secondary Fires decreased by 7 incidents (2.3%) compared with the same period in 2017-18.
- The number of Chimney Fires has decreased by 5 incidents (27.8%) compared with the same period in 2017-18.
- During Quarter 1, Community Risk activity included 970 Home Fire Safety Checks (HFSCs), which target vulnerable households, 152 Business Fire Safety Checks (BFSCs) and 348 Signposting referrals to other support agencies the full range of Community Risk activity is shown in Appendix 2.
- Fire Safety officers continue to deliver the Houses of Multi-Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcement activity, also shown in Appendix 2.

1.3 Primary Fires



(Figure 5 – Primary Fires per month: Jun 2017 to Jun 2018)



(Figure 6 – Primary Fires: Q1 2014-15 and Q1 2018-19)

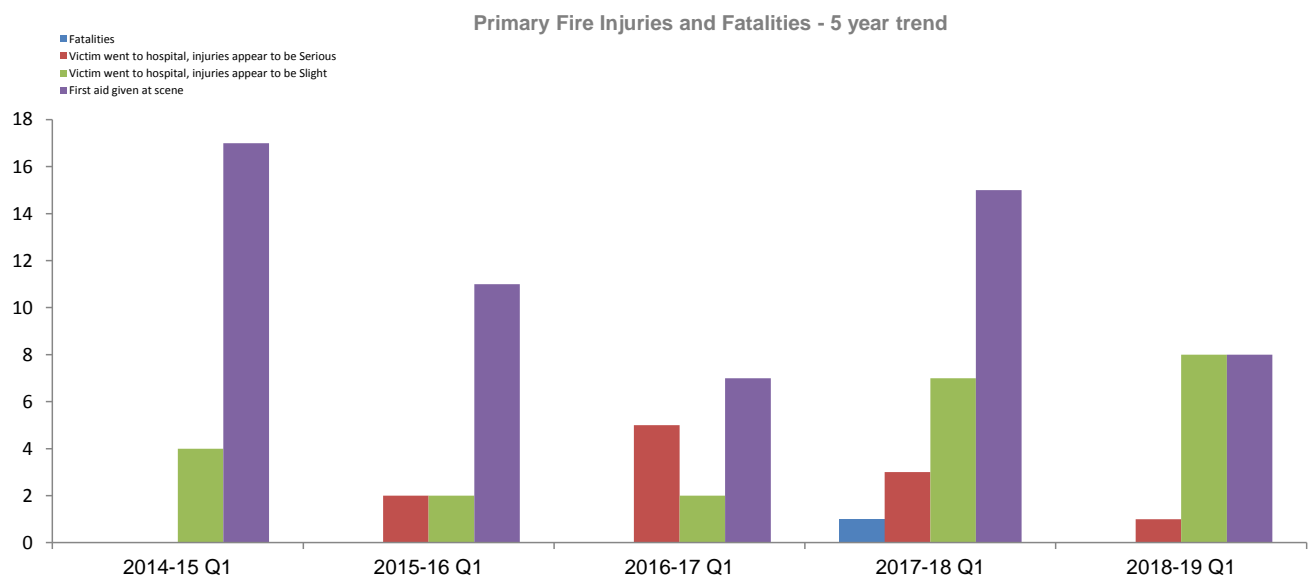
Primary Fires	Q1 2017-18	Q1 2018-19	% change
Building Fires	162	188	16.0
Vehicle & Transport Fires	92	70	-23.9
Outdoor Fires	31	35	12.9
Total	285	293	2.81

(Table 3 – Primary Fires: Q1 2017-18 and Q1 2018-19)

- The number of Building Fires has increased by 16.0% compared with the same period in 2017-18. This was predominantly caused by an increase in Domestic fires (19 incidents). Domestic fires constituted 63.3% of the total building primary fires. The largest increase can be seen in cooking related fires (12 incidents). The Community Risk Department continues to work alongside operational crews to deliver fire safety messages on a day to day basis.
- Technical Fire Safety continues to work with businesses and post-fire audits are completed following all fires in business premises.
- Vehicle & Transport Fires decreased by 22 incidents (23.9%) compared with the same period in 2017-18. Car Fires continue to account for the greatest proportion (57.1%) in this category with 40 incidents.
- Primary Outdoor Fires totalled 35 incidents in Q1 2018-19 compared with 31 incidents in the same period in 2017-18. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.
- There were 0 fatalities at Primary Fires during Q1 in 2018-19.
- We have supported Dementia Awareness Week and Deaf Awareness Week to promote fire safety and Home Fire Safety Checks.

Primary Fires Casualty: severity	Q1 2017-18	Q1 2018-19	% change
Fatalities	1	0	-100
Victim went to hospital, injuries appear to be Serious	3	1	-66.7
Victim went to hospital, injuries appear to be Slight	7	8	14.3
First aid given at scene	15	8	-46.7
Total	26	17	-34.6

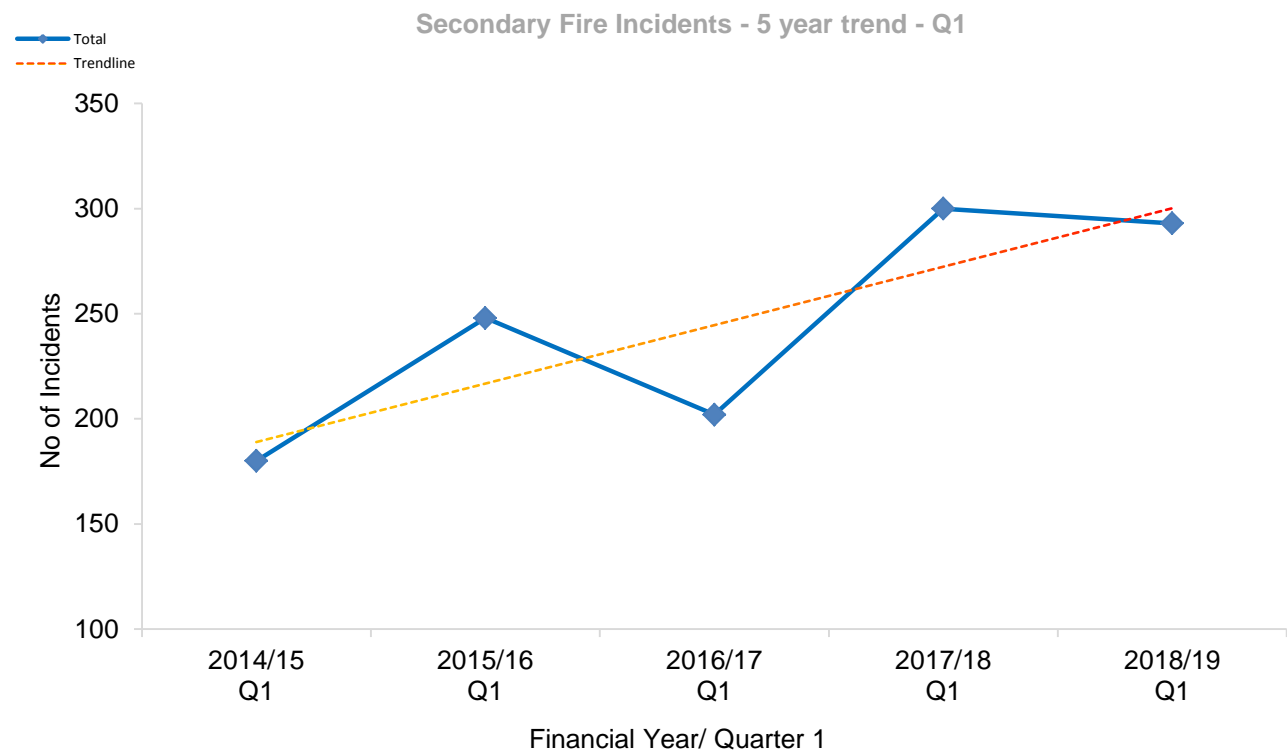
(Table 4 – Primary Fires Casualties: Q1 2017-18 and Q1 2018-19)



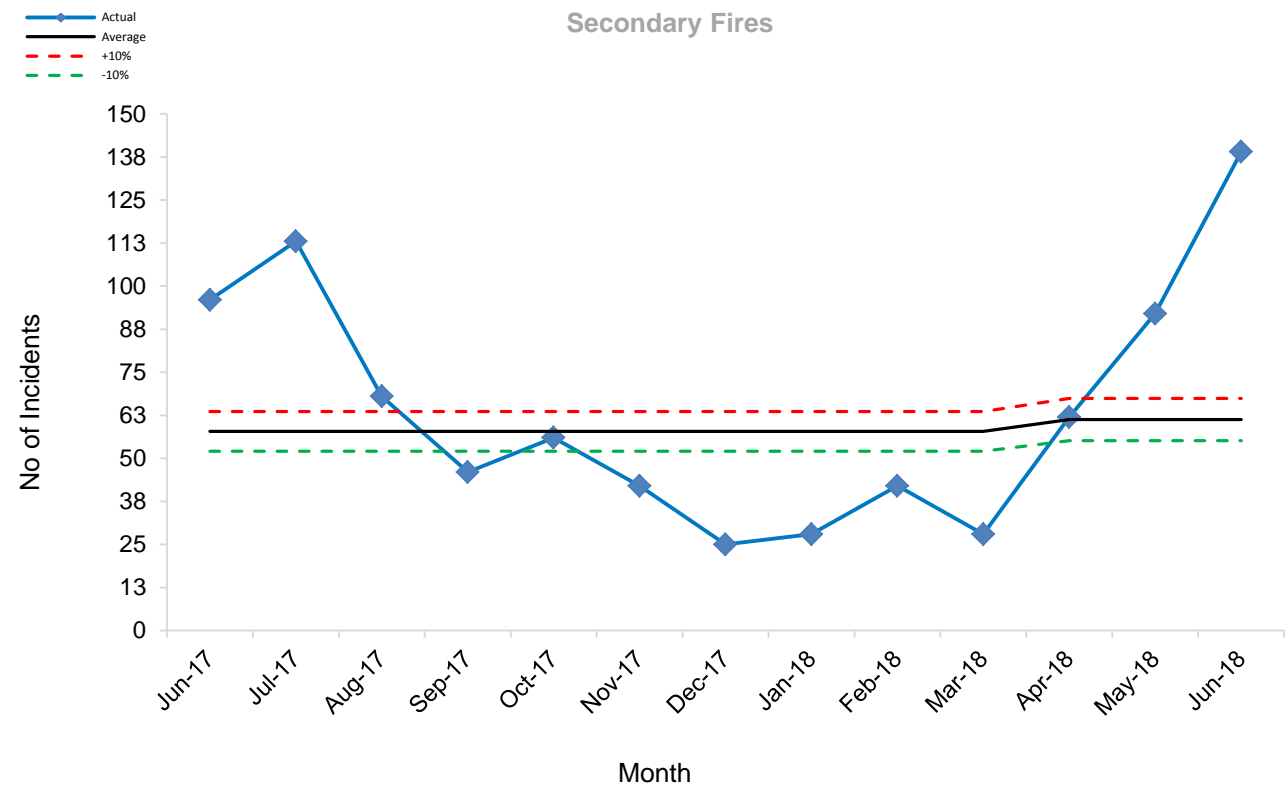
(Figure 7 – Primary Fire Injuries and Fatalities: Q1 2014-15 and Q1 2018-19)

1.4 Secondary Fires

Secondary Fires include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was a 2.3% decrease (7 incidents) in Secondary Fires in Quarter 1 2018-19 compared with the same period in 2017-18.



(Figure 8 – Secondary Fires: Q1 2014-15 to Q1 2018-19)



(Figure 9 – Secondary Fires per month: Jun 2017 - Jun 2018)

- The increase in the number of secondary fires was mostly observed by the end of June when a heat wave occurred (temperatures reaching 30°C).
- A significant drop in the number of secondary fires in Q1 2016/17 was also influenced by the weather events; throughout the majority of the Q1 dominated a low pressure system which brought higher monthly precipitations in April (107%) and June (130%) compared to the long-term weather analysis (1981-2010, Met Office).

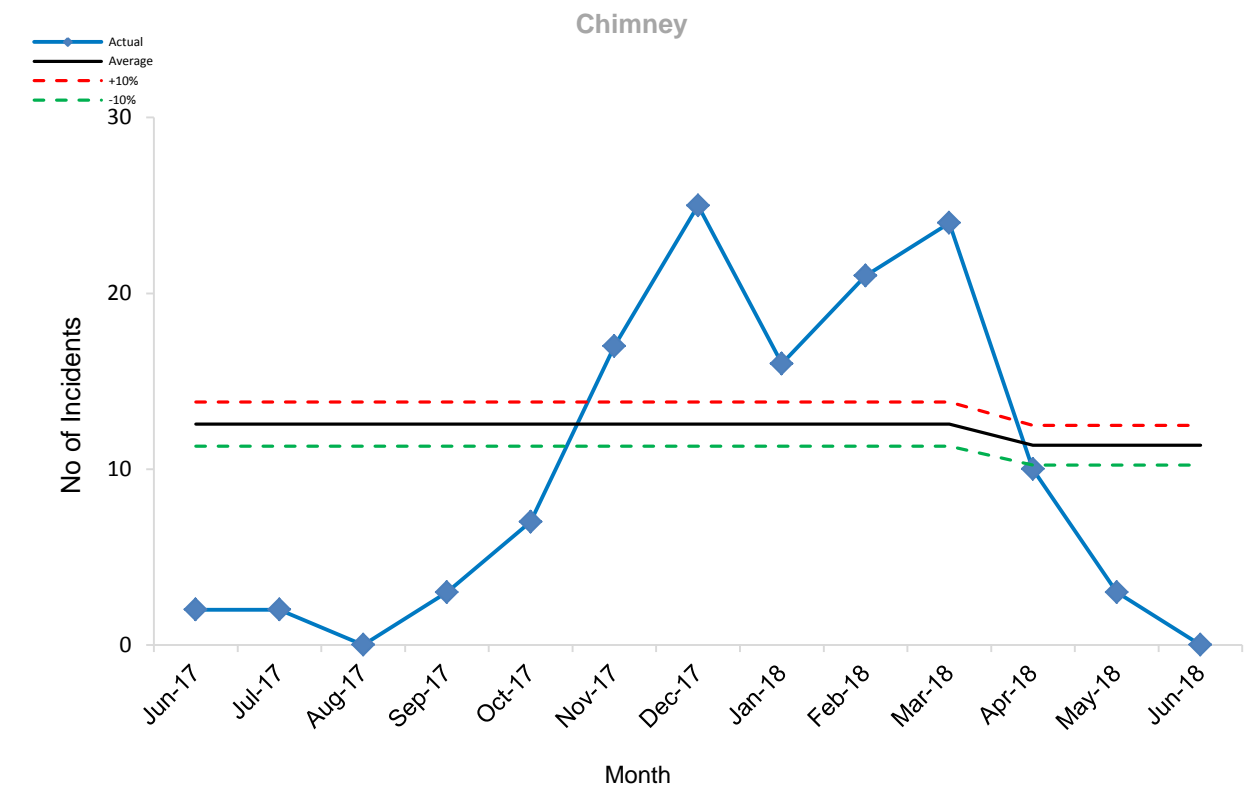
Secondary Fires	Q1 2017-18	Q1 2018-19	% change
Grassland, Woodland and Crop	106	117	10.4
Other Outdoors (including land)	97	80	- 17.5
Outdoor equipment & machinery	7	14	100.0
Outdoor Structures	72	71	-1.4
Building & Transport	18	11	-38.9
Total	300	293	-2.3

(Table 5 – Secondary Fires: Q1 2017-18 and Q1 2018-19)

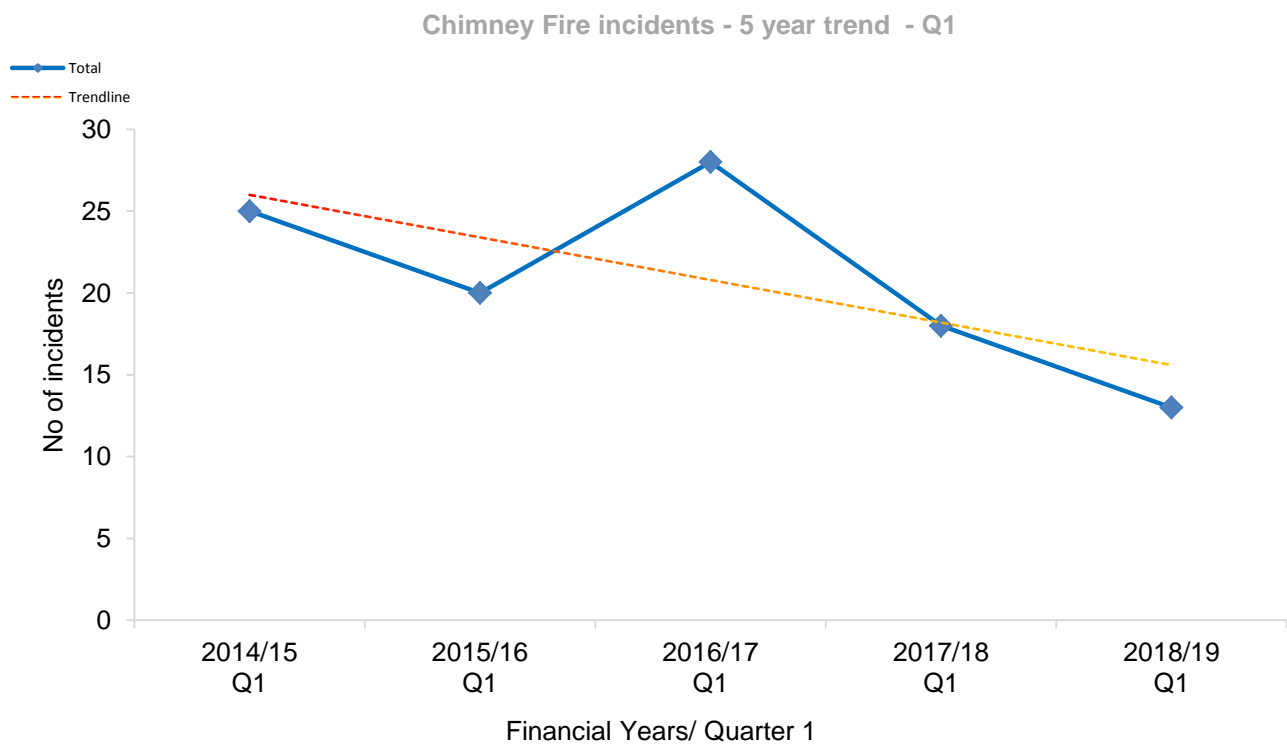
- Grassland, Woodland and Crop Fires represent the greatest proportion (39.9%) of all Secondary Fires.
- The number of Building & Transport fires has decreased by 38.9% in Q1.
- 92.9% of the Outdoor equipment & machinery fires were of accidental nature; 71.4% of these fires were caused by cables and the rest by not-secured barbecues.

1.5. Chimney Fires

The number of Chimney Fires (13) has decreased by 5 incidents in Quarter 1 of 2018-19, compared to (18) in the same period of 2017-18. The decrease in the numbers has occurred due to the warmer than usual weather. This is in contrast to the weather in the previous two quarters (Q3 and Q4 2017-18).



(Figure 10 - Chimney Fires per month: Jun 2017 to Jun 2018)



(Figure 11 – Chimney Fires: Q1 2014 -15 to Q1 2018-19)

Chimney Fires	Q1 2017-18	Q1 2018-19	% change
April	12	10	-16.7
May	4	3	-25
June	2	0	-100
July			
August			
September			
October			
November			
December			
January			
February			
March			
Total	18	13	-27.8

(Table 6 – Chimney Fires: Q1 2017-18 and Q1 2018-19)

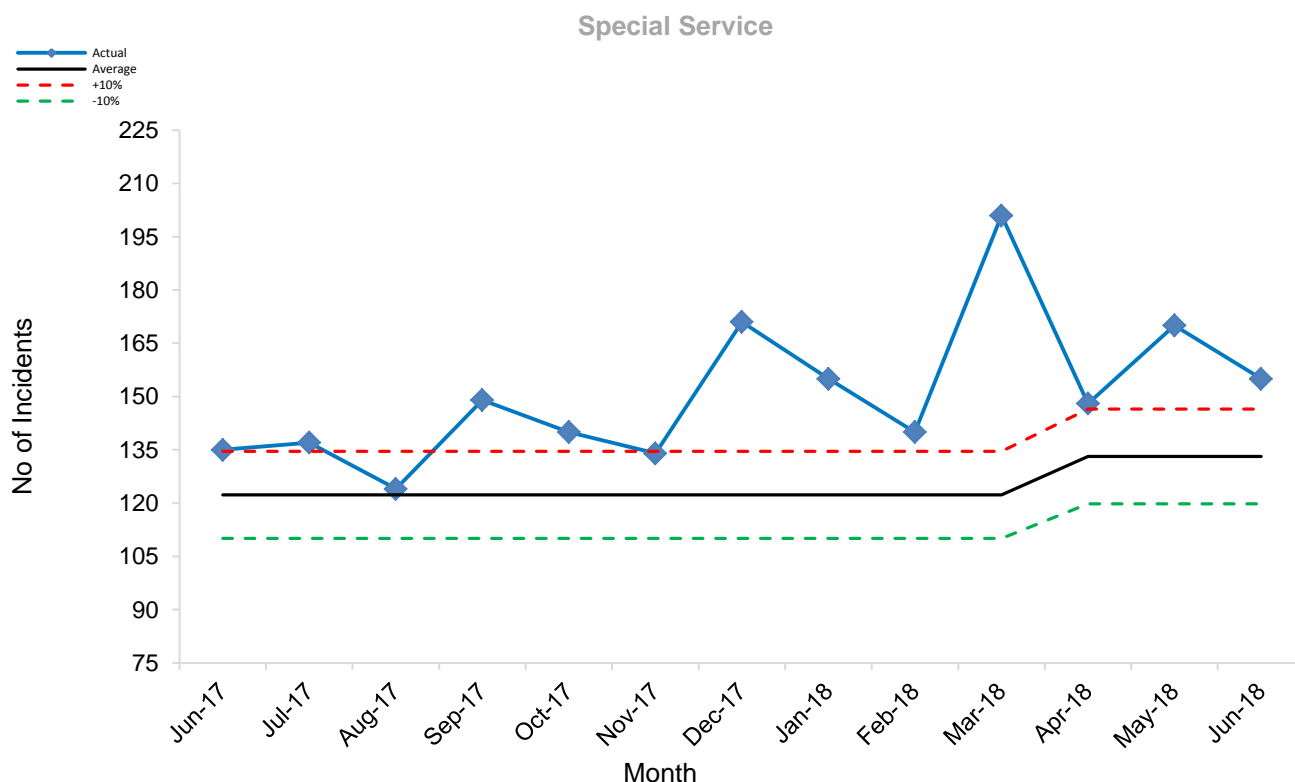
- The number of chimney fires is 60.0% less than the 5 year average of 21.

2. Operational Activity - Other Non-Fire incidents

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

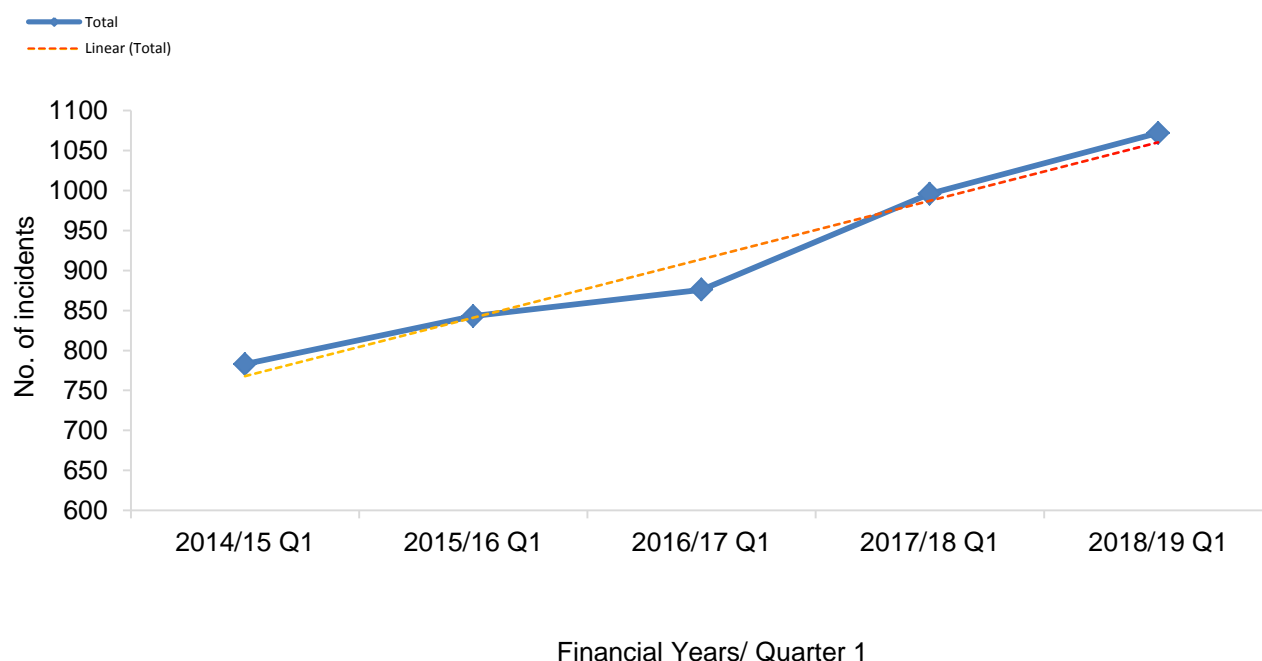
2.1. Special Service Incidents

The number of Special Service incidents has risen by 20.4% (80 incidents) in Quarter 1 of 2018-19 compared to the same period in 2017-18. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 38.1% of all Special Service incidents.



(Figure 12 – Special Service incidents per month: Jun 2017 to Jun 2018)

Special Service incidents - 5 year trend - Q1



(Figure 13 – Special Service incidents: Q1 2014-15 and Q1 2018-19)

Special Services	Q1 2017-18	Q1 2018-19	% change
RTC Incidents	136	180	32.3
Flooding	24	45	87.5
Rescue/Evacuation from Water	11	10	- 9.1
Animal Assistance	41	31	-24.4
Assist other Agency	25	27	8.0
Lift Release	19	13	-31.6
Other Special Services	137	167	21.9
Total	393	473	20.4

(Table 7 – Special Services: Q1 2017-18 and Q1 2018-19)

- The number of RTC incidents shows a 32.3% increase (44 incidents) in Quarter 1 2018-19 compared with the same period in 2017-18.
- There was a large increase in the number of flash flooding incidents in Quarter 1 of 2018-19 (45 incidents) were caused by torrential rain. 42.2% of these incidents were recorded on 27/05/2018 in Hollywood (Birmingham) area and were attended by Redditch and Bromsgrove fire stations.
- Incidents involving Animal Assistance has decreased by 24.4%.
- Other Special Services incidents increased by 21.9%. These are incidents such as the removal of objects, spills and leaks (non-RTC), provision of advice and assisting other agencies. In Q1 2018-19 the top 3 categories were 'Other' (37), 'Threat of/attempted suicide' and 'Suicide' (18), 'Ring removal' (16).

2.2. RTC Incidents

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

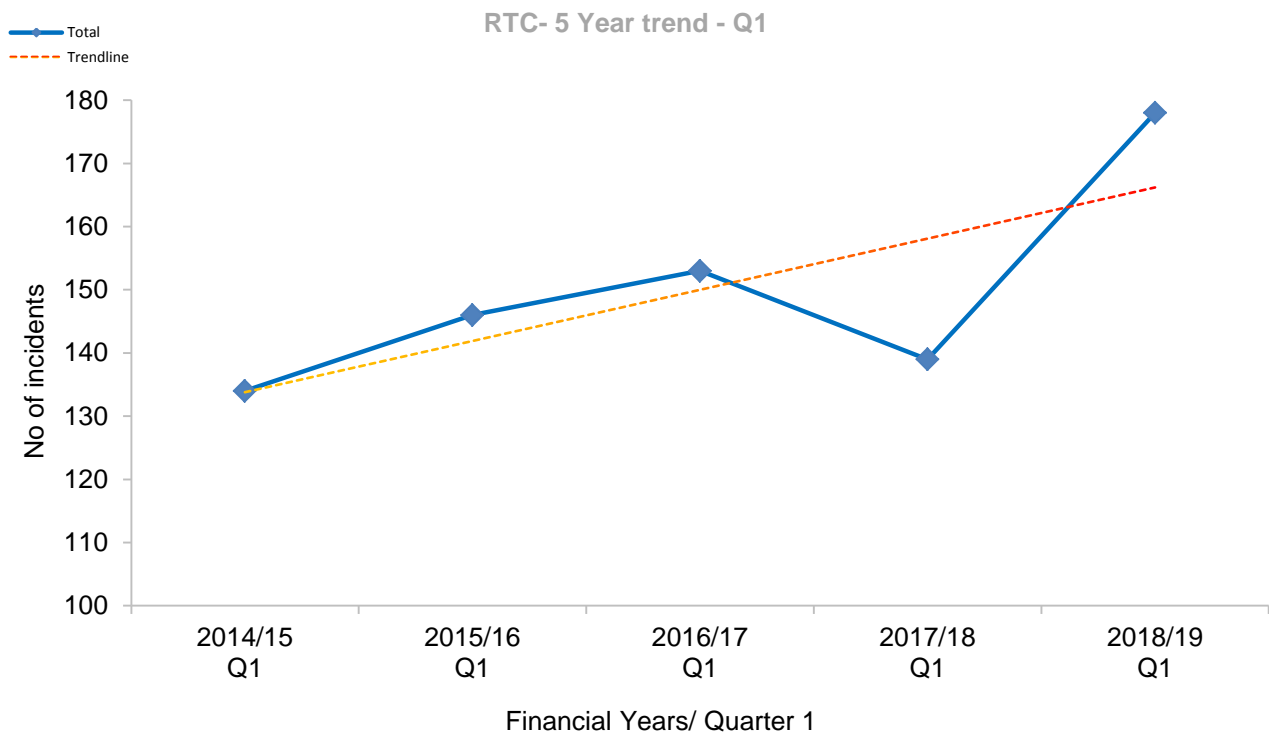
- The number of RTC incidents attended in Q1 increased by 32.3% (44 incidents) compared to the same period in 2017-18. This is predominantly through an increase in attending 'Make vehicle safe' or 'Make scene safe' incidents (39 incidents).
- RTC incidents that required the extrication of persons decreased by 3 from 22 to 19 incidents.
- The majority of RTCs involved making vehicles safe (57.2% of all RTC incidents attended).
- Fire and Rescue crews attended 6 fatalities involving RTCs in Quarter 1, compared to 1 in the same period in 2017-18. These 6 fatalities all occurred at separate incidents. The number of people seriously injured in RTCs increased from 18 to 29 and the overall number of casualties also increased from 95 to 131 (as shown in Table 9 below).
- The Community Risk Department continue to work with Partner Agencies to raise awareness of road safety.

RTC Incidents	Q1 2017-18	Q1 2018-19	% change
Extrication of person/s	22	19	-13.6
Make scene safe	15	35	133.3
Make vehicle safe	80	103	28.7
Release of person/s	13	12	-7.7
Wash down road	1	0	-100.0
Other	5	11	120.0
Total	136	180	32.3

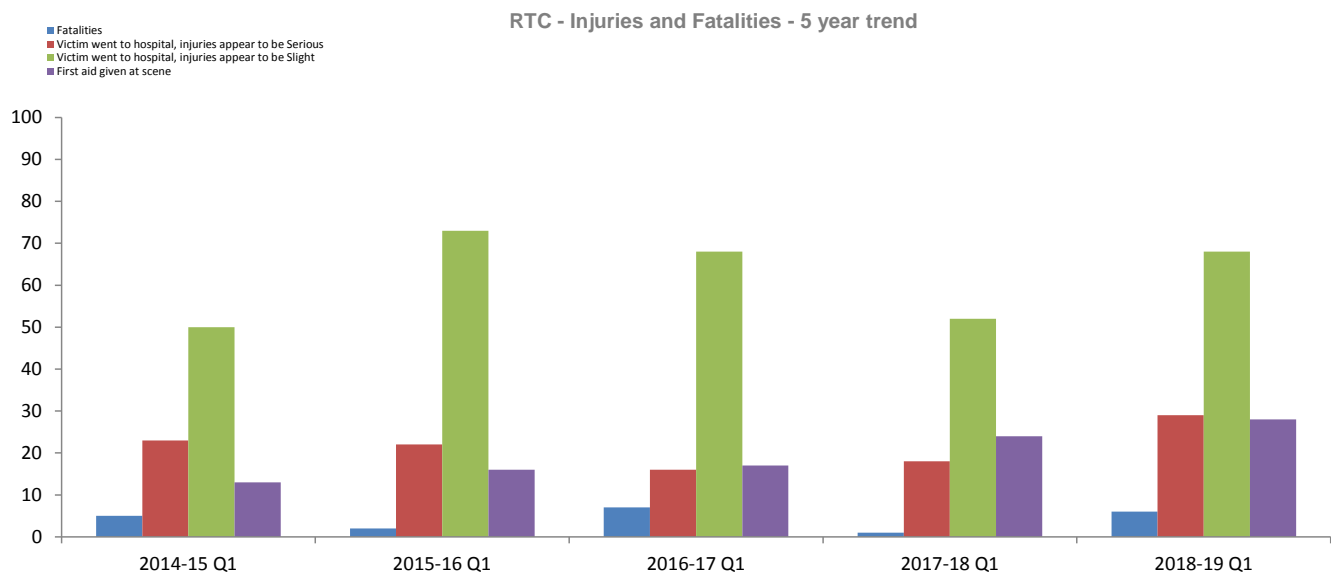
(Table 8 – RTC Incidents: Q1 2017-18 and Q1 2018-19)

RTC Casualty severity	Q1 2017-18	Q1 2018-19	% change
Fatalities	1	6	500.0
Victim went to hospital, injuries appear to be Serious	18	29	61.1
Victim went to hospital, injuries appear to be Slight	52	68	30.8
First aid given at scene	24	28	16.7
Total	95	131	37.9

(Table 9 – RTC Casualty severity: Q1 2017-18 and Q1 2018-19)



(Figure 14 – RTC Incidents per month: Q1 2014-15 to Q1 2018-19)



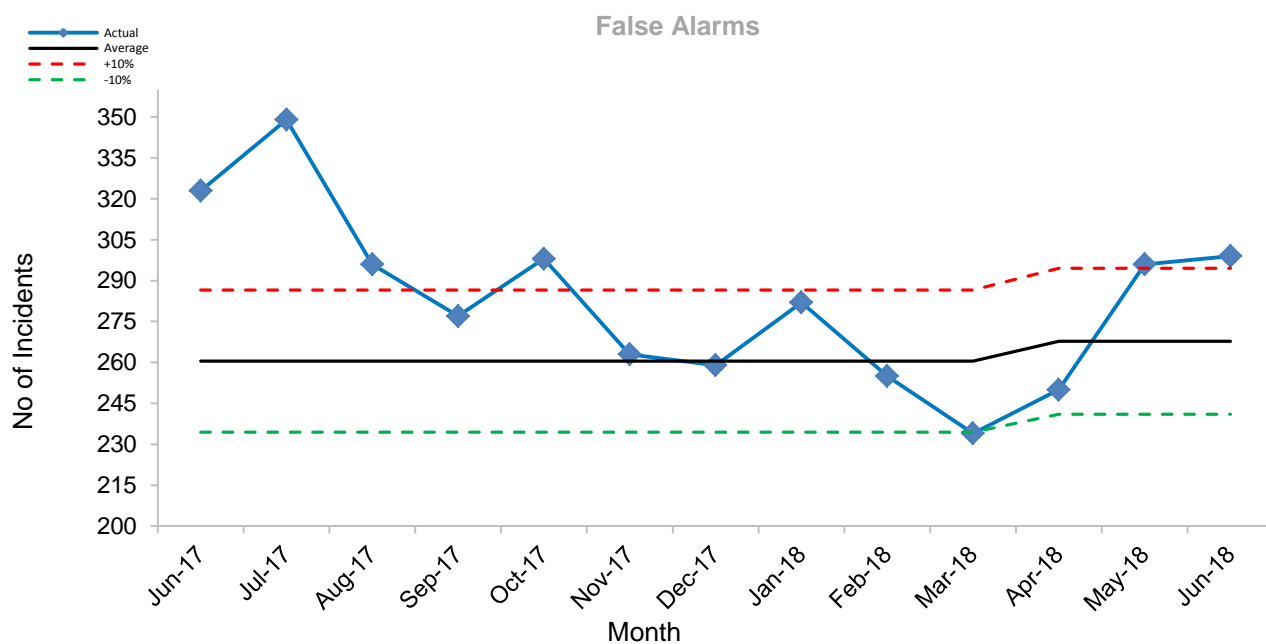
(Figure 15 – RTC Injury and fatalities quarterly data: Q1 2014-15 to Q1 2018-19)

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarter 1 of 2018-19 shows an increase of 69 incidents (8.9%) compared to the same period in 2017-18. Overall, there were 67.1% of residential and 32.9% of non-residential FA calls.

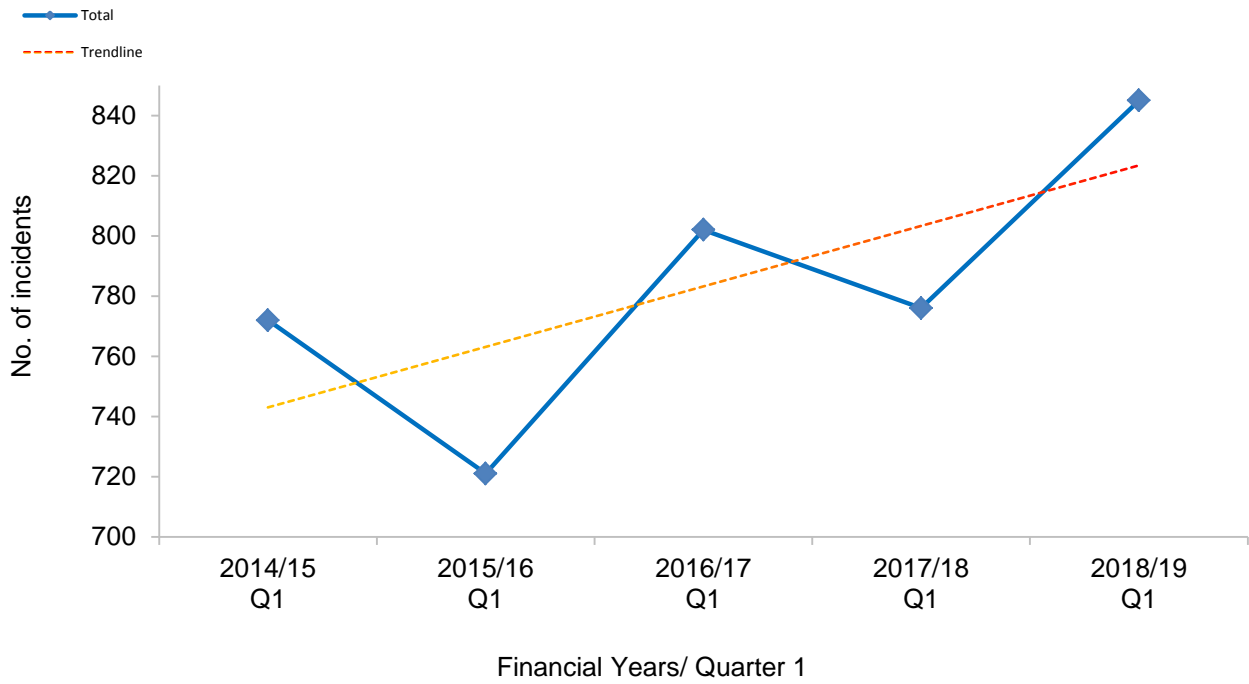
Automatic Fire Alarm incidents increased by 56 incidents (7.6%) in Q1 2018-19 compared to the same period in 2017-18. The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents decreased by 3 incidents (30.0%) in Q1 2018-19, compared to the same period in 2017-18. Malicious False Alarms increased from 7 to 10.



(Figure 16 – False Alarm incidents per month: Jun 2017 to Jun 2018)

False Alarms - 5 year trend - Q1

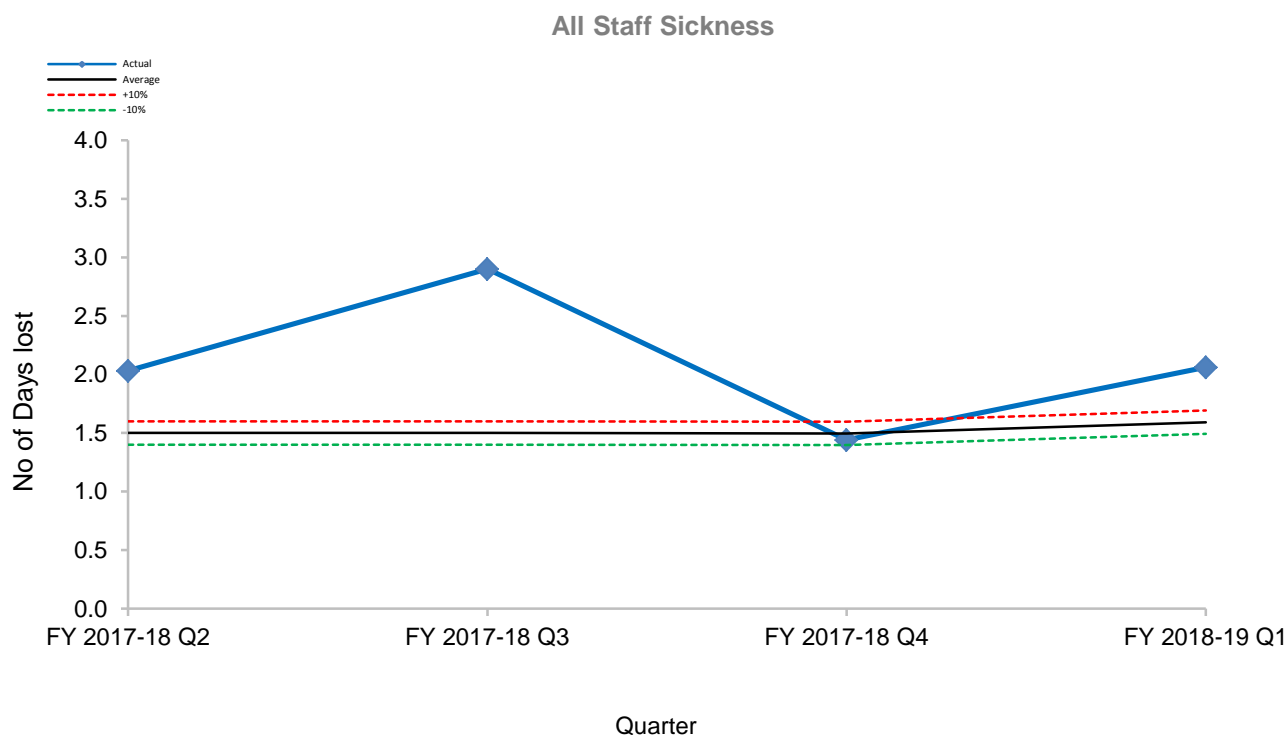


(Figure 17 – False Alarm incidents: Q1 2014-15 to Q1 2018-19)

3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The sickness level for all staff in Q1 of 2018-19 has increased overall to 2.06 days when compared to 0.74 days lost per head in Q1 in 2017-18. This is also above the 5-year average of 1.44 days lost per head. The overall staff sickness level continues to compare favourably with sickness levels of 2.14 days for Worcestershire County Council and 2.94 days for Herefordshire Council.

3.1. All Staff Sickness

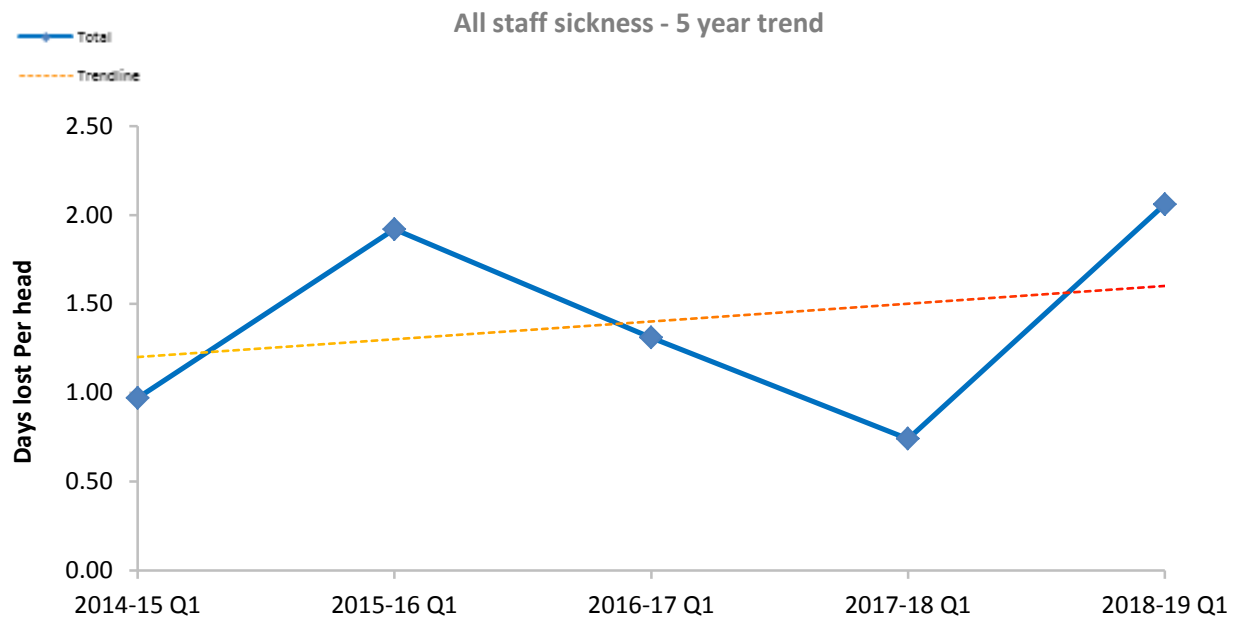


(Figure 18 – All Staff Sickness: Q2 2017-18 – Q1 2018-19)

All Staff Sickness	Short Term Sickness per head (Day lost)	Long Term Sickness per head (Days lost)	All Staff Sickness per head (Days lost)
Quarter 1	0.86	1.20	2.06
Quarter 2			
Quarter 3			
Quarter 4			

(Table 10 – All Staff Sickness: Q1 2018-19)

- Q1 of 2018-19 saw an increase in overall sickness compared to the same period in 2017-18, a total of 2.06 days lost per head. Long-term sickness continues to form the greatest proportion representing 58.3% of all sickness.

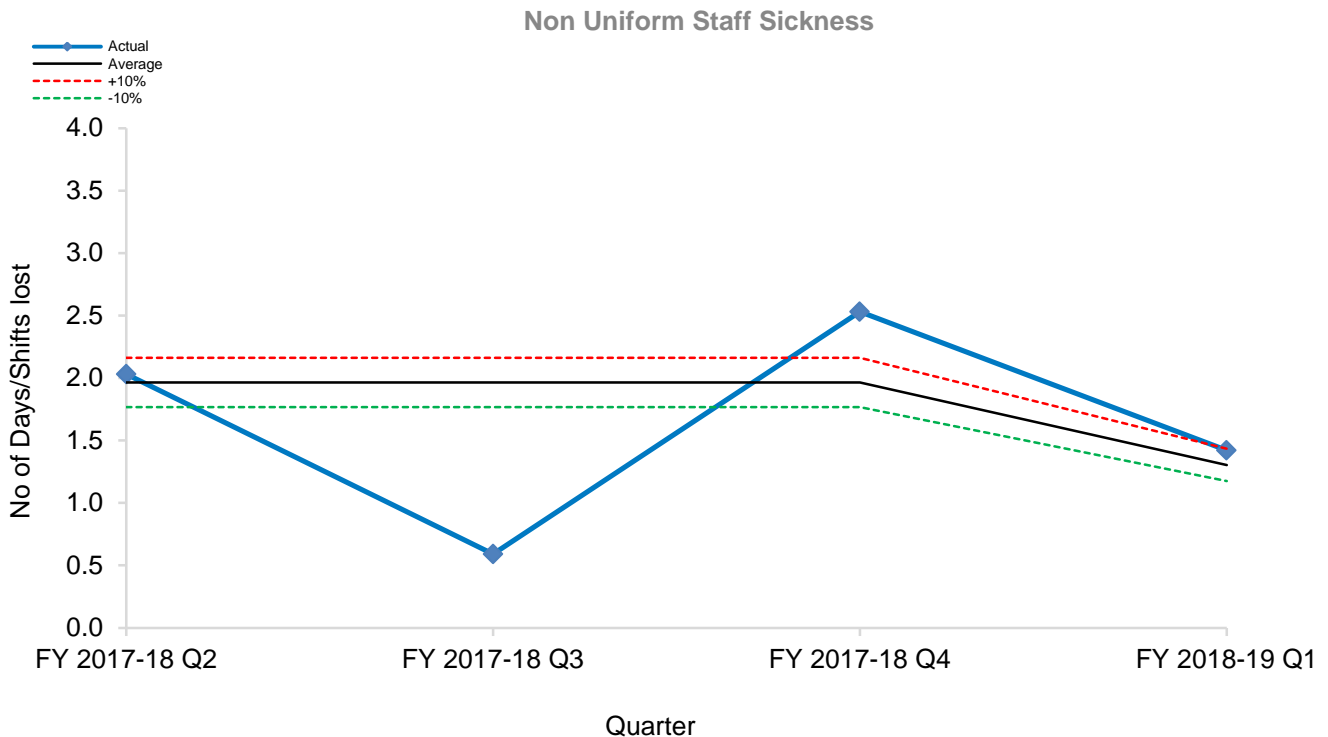


5 Year Quarter 1 average

(Figure 19 – All staff sickness: Q1 from 2014-15 to Q1 2018-19)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Q1 of 2018-19 is above the 5 year average (1.14) at 1.42.



(Figure 20 – Non-Uniform Staff Sickness: Q2 2017-18 to Q1 2018-19)

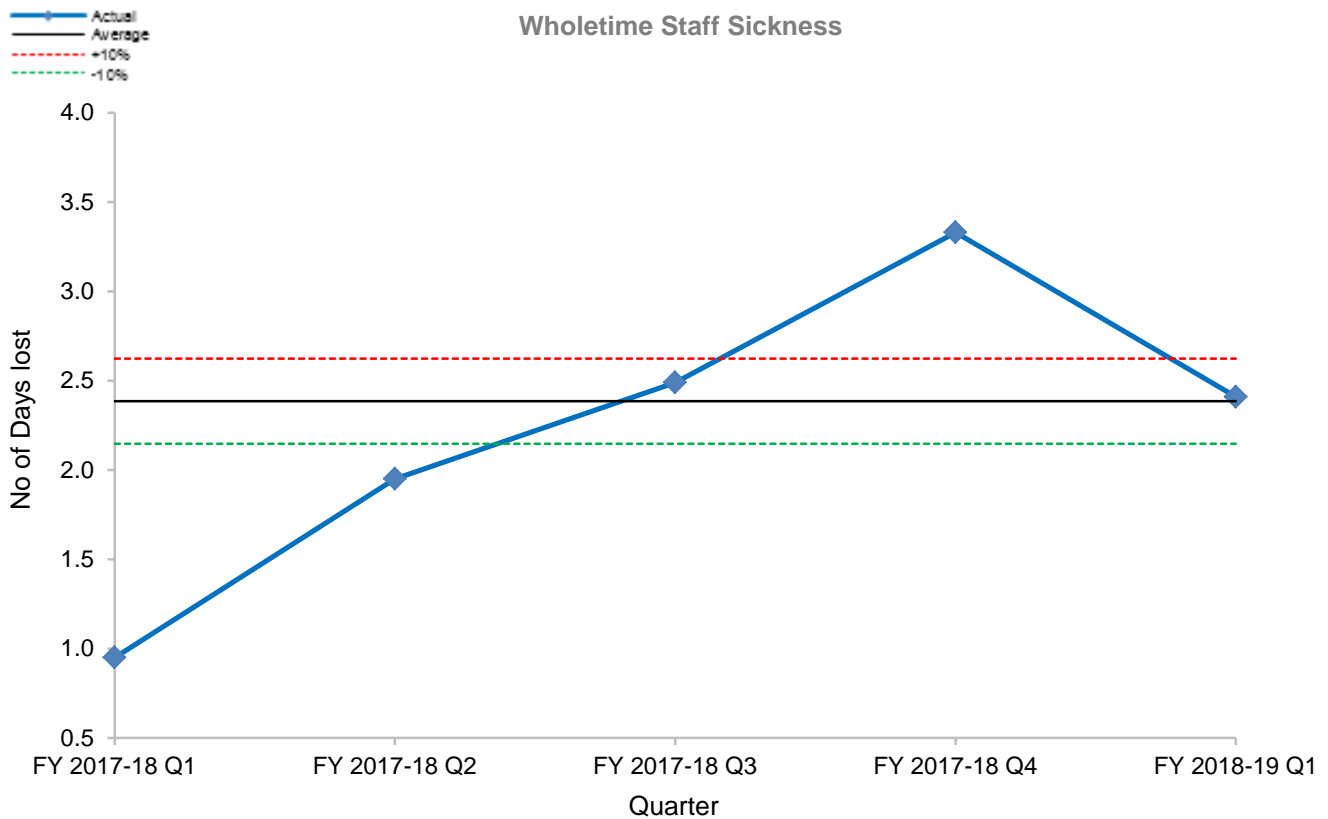
Non-Uniform Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	1.11	0.31	1.42
Quarter 2			
Quarter 3			
Quarter 4			

(Table 11 - Non-Uniform Staff Sickness: Q1 2018-19)

- Short term sickness is the largest proportion of sickness for Non-Uniform Staff.

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness has increased in Q1 2018-19 to 2.40 days. During the same period in 2017-18, a Wholetime Staff Sickness was at lower level (0.95 days lost per head).



(Figure 21 – Wholetime Staff Sickness: Q1 2017-18 Q1 2018-19)

Wholetime Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.76	1.64	2.40
Quarter 2			
Quarter 3			
Quarter 4			

(Table 12 – Wholetime Staff Sickness: Q1 2018-19)

- The increase seen within Wholetime Staff Sickness is mainly due to a 62% increase in days lost due to musculo skeletal injuries.

3.4 Comparative All Staff Sickness

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

Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Worcestershire County Council	0.52	1.63	2.14
Herefordshire Council			2.94
HWFRS	0.86	1.20	2.06

(Table 13 – Comparative All Staff Sickness: Q1 2018-19)

- The latest figures for Q1 of 2018-19 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of sickness for all staff at 2.06 days lost per head.

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Total Incidents, Total Fires, Primary Fires, Secondary Fires, Special Service and All Staff sickness being out of tolerance for Q1, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside tolerance level.

4.1 Attendance Standards – 1st Fire Appliance at Building Fires

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first Fire Appliance to arrive at all Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarter 1 was 60.4% which is a 0.2% decline compared to the same period in 2017-18.

1st Fire Appliance attendance at Building Fires within 10 minutes	Q1 2017-18	Q1 2018-19
Building Fires attended within 10 minutes	106	119
Building Fires not attended within 10 minutes	69	78
% attended within 10 minutes	60.6%	60.4%

(Table 14 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 2017-18 and Q1 2018-19)

1st Fire Appliance attendance at Building Fires - average times	Q1 2017-18 (mm:ss)	Q1 2018-19 (mm:ss)
Time of Call until Time Appliance Mobilised	01:46	02:02
Mobile Time until Appliance Arrival at Scene	08:45	08:16
Time of Call to Arrival at Scene	10:18	10:32

(Table 15 - 1st Fire Appliance attendance at Building Fires average times: Q1 2017-18 and Q1 2018-19)

- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance (51.3% of incidents).
- This benchmark or measurement standard does not alter how quickly the Service attend incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues, for example fewer incidents in built up areas and more incidents proportionally outside of towns and cities and weather/road conditions. All of this may increase the average time taken to attend incidents across both counties.
- The attendance standard was developed prior to the introduction of the current Fire Control system and there is no exact match between a time recorded in the current system and the time used under the old method to record the time of call. The nearest time in the current system would be "Incident Created", which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest Fire Appliance.

Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes		
Travel distance to the incident		45
Turn in time (Retained and Day Crew only)		14
Other: insufficient information received, traffic conditions, simultaneous incidents etc.		19
Total		78

(Table 16 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 2018-19)

5. Retained Availability

The overall availability of the first On-Call Fire Appliance has decreased by 2.2%, when compared with the same period of 2017-18.

Call sign	Station	County Council	Q1 Availability 2017-18	Q1 Availability 2018-19	% Change +/-
542	Bromyard	Herefordshire	97.7%	96.4%	-1.3%
481	Eardisley	Herefordshire	94.9%	91.4%	-3.5%
472	Ewyas Harold	Herefordshire	99.1%	98.5%	-0.6%
431	Fownhope	Herefordshire	91.7%	97.4%	5.7%
463	Hereford	Herefordshire	99.2%	98.5%	-0.7%
511	Kingsland	Herefordshire	100.0%	99.3%	-0.7%
492	Kington	Herefordshire	98.2%	95.3%	-2.9%
422	Ledbury	Herefordshire	96.6%	98.9%	2.3%
502	Leintwardine	Herefordshire	98.9%	98.0%	-0.9%
522	Leominster	Herefordshire	99.7%	100.0%	0.3%
552	Peterchurch	Herefordshire	93.8%	68.7%	-25.1%
442	Ross-on-Wye	Herefordshire	100.0%	100.0%	0.0%
452	Whitchurch	Herefordshire	75.0%	77.4%	2.5%
231	Bewdley	Worcestershire	74.1%	69.0%	-5.1%
302	Broadway	Worcestershire	84.2%	80.1%	-4.1%
251	Bromsgrove	Worcestershire	89.3%	80.8%	-8.6%
261	Droitwich	Worcestershire	70.7%	70.2%	-0.5%
281	Evesham	Worcestershire	89.4%	91.2%	1.7%
241	Kidderminster	Worcestershire	41.5%	46.4%	4.9%
411	Malvern	Worcestershire	96.4%	79.2%	-17.1%
291	Pebworth	Worcestershire	88.8%	90.2%	1.4%
311	Pershore	Worcestershire	94.3%	93.4%	-0.8%
271	Redditch	Worcestershire	99.9%	99.4%	-0.4%
221	Stourport	Worcestershire	77.3%	73.0%	-4.2%
532	Tenbury	Worcestershire	97.3%	99.4%	2.2%
322	Upton upon Severn	Worcestershire	94.2%	92.2%	-2.0%
213	Worcester	Worcestershire	96.7%	94.1%	-2.6%
Total Hours Available			91.2% *	88.1% *	-2.2%

(Table 17 – 1st Appliance Retained Availability: Q1 2018-19)

The list above contains first appliance availability.

* The total availability of all appliances.

5.1 No of incidents per station ground

Number of incidents recorded in each station ground area (Quarter 1).

Station Ground	County Council	False Alarm	Fire	Special Service	Total
Bromyard	Herefordshire	6	5	8	19
Eardisley	Herefordshire	5	4	5	14
Ewyas Harold	Herefordshire	2	4	0	6
Fownhope	Herefordshire	2	3	0	5
Hereford	Herefordshire	95	52	53	200
Kingsland	Herefordshire	2	5	5	12
Kington	Herefordshire	1	2	5	8
Ledbury	Herefordshire	5	10	9	24
Leintwardine	Herefordshire	0	2	2	4
Leominster	Herefordshire	26	21	11	58
Peterchurch	Herefordshire	0	4	2	6
Ross-on-Wye	Herefordshire	17	14	12	43
Whitchurch	Herefordshire	4	4	5	13
Bewdley	Worcestershire	19	24	9	52
Broadway	Worcestershire	4	3	2	9
Bromsgrove	Worcestershire	94	43	42	179
Droitwich	Worcestershire	32	26	22	80
Evesham	Worcestershire	50	38	27	115
Kidderminster	Worcestershire	95	70	29	194
Malvern	Worcestershire	46	21	31	98
Pebworth	Worcestershire	1	9	3	13
Pershore	Worcestershire	36	13	6	55
Redditch	Worcestershire	112	74	84	270
Stourport	Worcestershire	29	31	12	72
Tenbury	Worcestershire	2	9	11	22
Upton upon Severn	Worcestershire	11	9	9	29
Worcester	Worcestershire	149	99	69	317
Total		845	599	473	1917

(Table 18 - Incidents per station ground: Q1 2018-19)