

## Appendix 1

### Fire Authority 2019-20 Performance Report: Quarters 1-4

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## 1. Introduction

This report summarises incident data recorded in the Incident Recording System (IRS)\* and reviews the Service's overall performance against agreed performance indicators for Quarters 1 – 4 (01/04/19 – 31/03/20). It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and first on-call (retained) appliance availability.

*\*Incidents that occurred outside the Service's border have not been included in the following statistics. However, they have been now reported individually in section 2.3 of this Performance Report.*

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

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

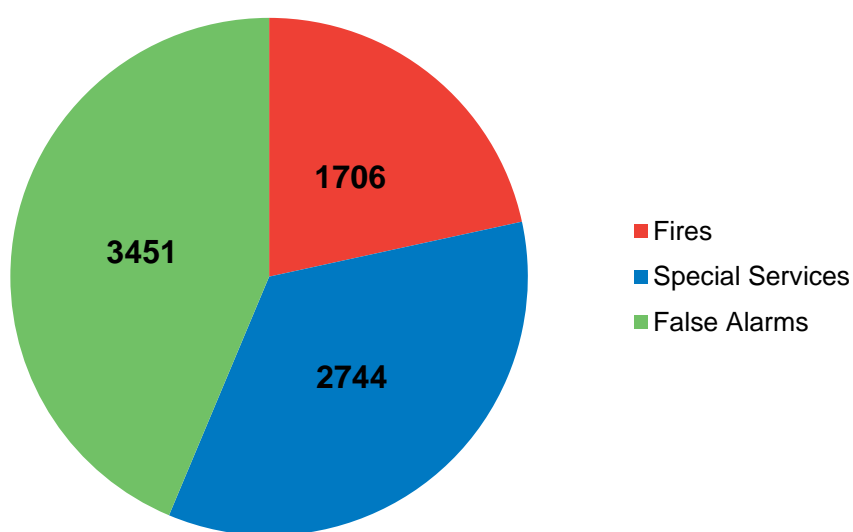
## 2. Total incidents

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

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

### 2.1. Overview

The total number of incidents attended in Q1-Q4 2019-20 (01/04/19 – 31/03/20) was 7,901 (Figure 1), Analysis shows that the total number of incidents has increased, with a strong correlation, by 368 incidents each year over the past five-year period.



Fires accounted for less than a quarter of all incidents attended by HWFRS (21.59%), and is the lowest number of incidents in the past five-year period. Special Service incidents continue to rise and account for 34.73% of all incidents attended. Further statistical analysis shows that Special Service incidents have increased by 289 incidents each year over the past five-year period. False Alarms account for the largest percentage of incidents attended by HWFRS at 43.68%. Further statistical analysis shows that False Alarms will continue to increase each year by 86 incidents when analysing the trend over the previous five-year period.

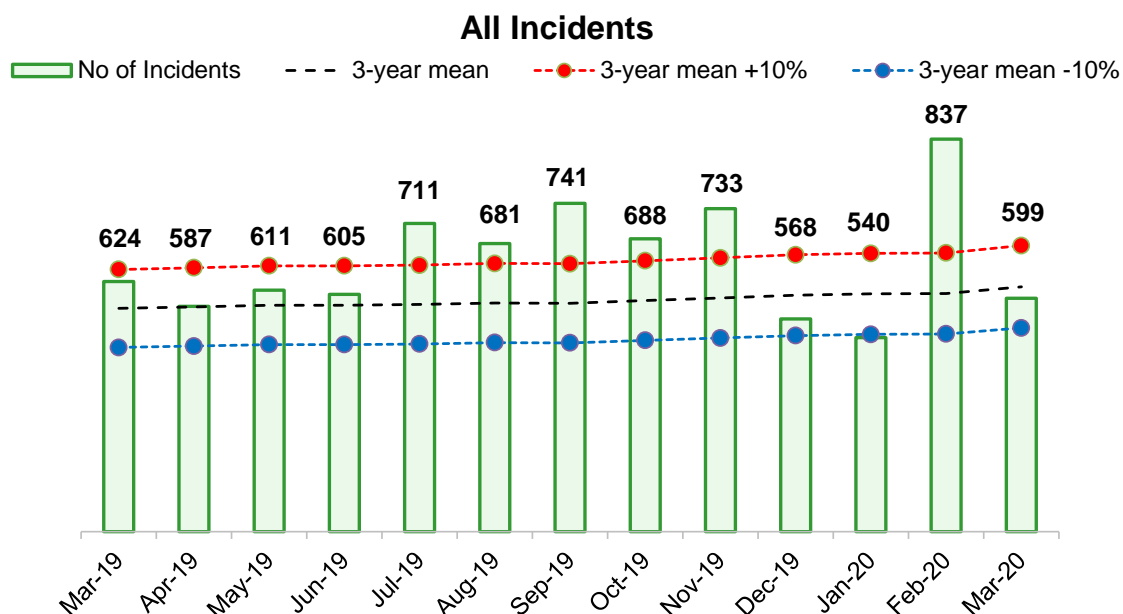


Figure 1 – Total Incidents per month: from Mar 2019 to Mar 2020

Table 1 – Total Incidents

Total Incidents	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Fires	2175	1706	-469	-21.56%
Special Services	1902	2744	+842	+44.27%
False Alarms	3391	3451	+60	+1.77%
<b>Total</b>	<b>7468</b>	<b>7901</b>	<b>+433</b>	<b>+5.80%</b>

- a) The total number of Fire incidents, which includes Primary, Secondary and Chimney Fires, was 21.56% less (469 incidents) than the same period in 2018-19.
- b) The number of Special Service incidents increased by 44.27% (842 incidents) compared with the same period in 2018-19, largely due to increases in 'Flooding' (+226 incidents) and 'Rescue/Evacuation from water' incidents (+188 incidents) and in collaborative incidents such as 'Assisting other Agencies' (+236 incidents) and 'Effecting entry/exit' (+133 incidents)
- c) The total number of False Alarm incidents increased by 1.77% (60 incidents) compared with the same period in 2018-19 which can be mainly accounted for by an increase in the False Alarm type 'Fire Alarm Due to Apparatus' by 37 incidents (1.53%) in Q1-Q4 2019-20 compared to the same period in 2018-19.
- d) Figure 2 shows the 5-year trend line for the total number of incidents recorded in Q1-Q4 between 2015-16 and 2019-20. Further statistical analysis shows that the total number of incidents has increased with a strong correlation by 368 incidents each year over the past 5-year period.

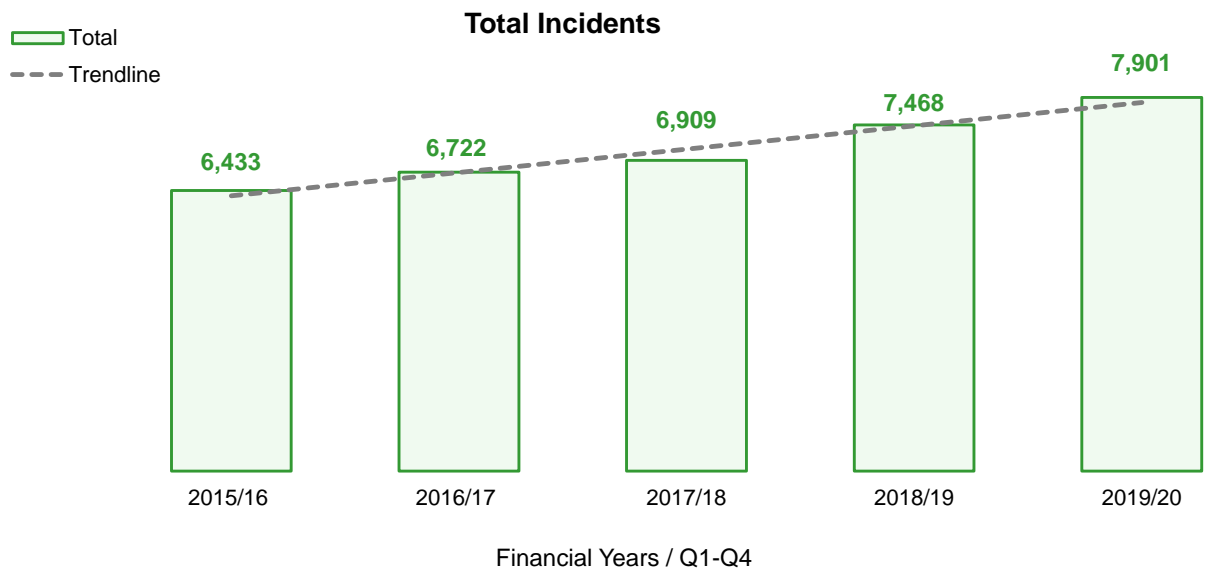


Figure 2 – All Incidents: from Q1-Q4 2015-16 to Q1-Q4 2019-20

## 2.2. Number of incidents per station ground area

Table 2 shows the number of incidents recorded in each fire station ground area\* in Q1-Q4 2019-20.

Table 2 – Incidents per station ground Q1-Q4 2019-20

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromyard	Herefordshire	29	48	33	110
Eardisley	Herefordshire	15	39	7	61
Ewyas Harold	Herefordshire	15	23	12	50
Fownhope	Herefordshire	6	10	5	21
Hereford	Herefordshire	158	333	346	837
Kingsland	Herefordshire	18	27	15	60
Kington	Herefordshire	6	19	7	32
Ledbury	Herefordshire	36	58	71	165
Leintwardine	Herefordshire	12	37	6	55
Leominster	Herefordshire	40	91	82	213
Peterchurch	Herefordshire	19	23	13	55
Ross-on-Wye	Herefordshire	39	85	58	182
Whitchurch	Herefordshire	19	73	23	115
Broadway	Worcestershire	13	14	20	47
Bromsgrove	Worcestershire	113	177	274	564
Droitwich Spa	Worcestershire	88	130	141	359
Evesham	Worcestershire	105	142	240	487
Malvern	Worcestershire	69	133	187	389
Pebworth	Worcestershire	16	10	14	40
Pershore	Worcestershire	45	57	71	173
Redditch	Worcestershire	246	280	470	996
Tenbury	Worcestershire	18	54	8	80
Upton upon Severn	Worcestershire	26	64	50	140
Worcester	Worcestershire	261	457	758	1,476
Wyre Forest**	Worcestershire	294	360	540	1,194
<b>Total</b>		<b>1,706</b>	<b>2,744</b>	<b>3,451</b>	<b>7,901</b>
		<b>21.59%</b>	<b>34.73%</b>	<b>43.68%</b>	<b>100.00%</b>

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

\*\*Stourport, Kidderminster and Bewdley fire stations have been replaced by the new opening of the Wyre Forest emergency hub in February 2020. Wyre Forest represents the sum of the three previous stations combined.

### 2.3. Over the border incidents attended by HWFRS

The total number of over the border incidents attended in Q1-Q4 2019-20 (01/04/19 – 31/03/20) was 54 (Figure 3), which is a decrease of 5.26% (3 incidents) compared with Q1-Q4 2018-19 as shown in Table 3. Overall, HWFRS attended 10 fire incidents (18.52%), 29 special service incidents (53.70%) and 15 false alarm incidents (27.78%). The majority of the incidents (59.26%) occurred in Gloucestershire and Shropshire FRSs' areas, resulting in 16 incidents attended respectively. The highest number of the over the border incidents was attended by Ledbury fire station (10 incidents).

Table 3 – Over the border Incidents

Total Incidents	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Gloucestershire	24	16	-8	-33.33%
Mid & West Wales	2	6	+4	+200.00%
Shropshire	9	16	+7	+77.77%
South Wales	2	2	-	-
Staffordshire	2	1	-1	-50.00%
Warwickshire	13	10	-3	-23.08%
West Midlands	5	3	-2	-40.00%
<b>Total</b>	<b>57</b>	<b>54</b>	<b>-3</b>	<b>-5.26%</b>

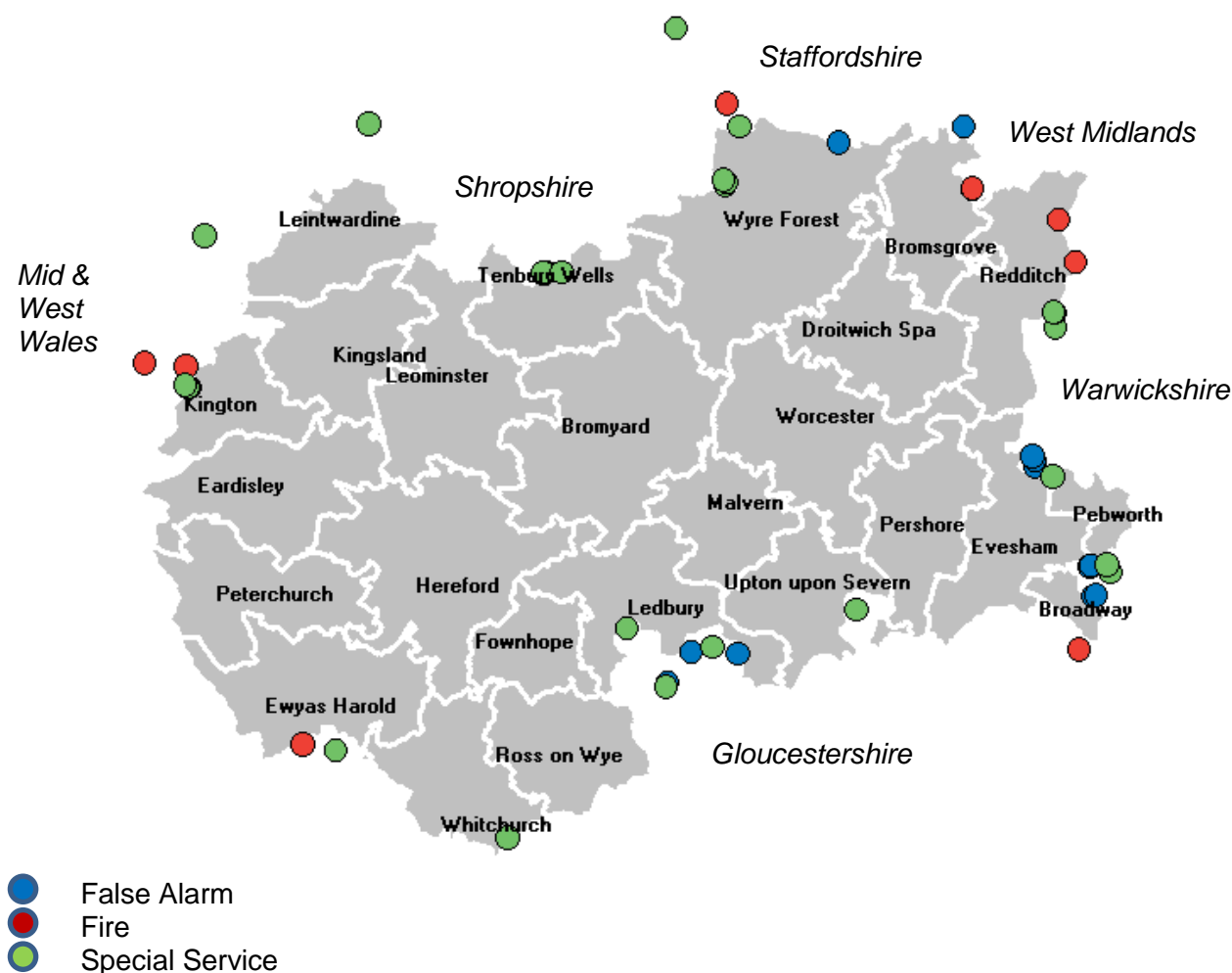


Figure 3 – Location of over the border incidents attended by HWFRS

## 2.4. Key performance indicators out of tolerance

- a) This report shows that in Q1-Q4 2019-20 the total incidents attended by HWFRS was above the 3-year mean +10% tolerance levels for the months July, August, September, October, November and February.
- b) Total Fire incidents were above the 3-year mean +10% threshold for July and September but remained within the tolerance levels for the rest of the year. Special Service incidents were above the 3-year mean for the majority of the year spiking in February 2020 due to the extensive flooding seen in Herefordshire and Worcestershire. False Alarms were above the tolerance levels in July, August, September and November.
- c) In Q4 2019-20, all staff sickness was below the level of tolerance for All Staff, whereas Wholetime firefighters and Non-uniformed staff sickness were above the tolerance levels. However, Q1-Q4 2019-20 saw the lowest number of days lost for all staff sickness when compared to the past five year period.

## 2.5. Community Risk's activity

- a) In Q1 2019-20 campaigns delivered by Community Risk included Electrical Safety, Business Safety, Gas and Chimney Safety. They supported various local events to promote fire safety and Home Fire Safety Checks, along with working with partners at Young Citizen's events, an initiative which is aimed to encourage school age children to think about their personal safety and the safety of others. Seasonal advice has also been offered, in particular water safety and cooking safely outdoor during the summer holidays.
- b) In Q2 2019-20 HWFRS joined forces with the Police and Crime Commissioner's office, other search and rescue organisations, the police, charities, and street pastors, to encourage young people to stay safe during their first weeks away from home at university, helping to protect new students during their university Welcome Week, launching the 'Home and Dry' campaign.
- c) In Q3 2019-20, campaigns delivered by Community Risk included candle safety, student fire safety and smoke alarm testing and purchasing. The Community Risk team supported various local events to promote fire safety including during Older People's Day and have worked with local GPs by attending flu clinics to generate Safe and Well Check referrals for vulnerable individuals. Seasonal advice has also been offered on fireworks and bonfire safety along with giving advice to the public on staying safe during periods of flooding, particularly as there were periods of flooding in October, November and December.
- d) In Q4 2019-20 campaigns included cooking safety, smoke alarm testing and purchasing and supporting No Smoking Day. The Community Risk team have supported various local events to promote fire safety and Safe and Well Checks. They have also carried out training sessions to partner agencies, so that they can identify vulnerable individuals who may benefit from a Safe and Well Check. Advice has also been offered to the public on staying safe during periods of flooding, particularly as there were high levels of flooding across the two counties throughout February.
- e) During Q1-Q4 2019-20, Community Risk activity included 3,869 Home Fire Safety Checks (HFSCs), which target vulnerable households, 525 Business Fire Safety Checks (BFSCs), 1,794 Signposting referrals to other support agencies and 88 Safeguarding checks. The full range of Community Risk activity is shown in Appendix 2.
- f) Fire Safety officers continue to deliver intelligence led project work, focusing on commercial properties with residential accommodation above. This work reflects the increase in enforcement activity, also shown in Appendix 2.



## 2.6. Weather

- a) Rainfall was 177% of average, making it the 8<sup>th</sup> wettest June since 1910. It was particularly wet in the Midlands and Lincolnshire (Met Office, 2019). This had a direct impact on the number of total fires recorded in the month of June, a decrease of 34.71% and 39.01% when compared with the total number of fire incidents recorded in April 2019 and May 2019, respectively.
- b) July saw the highest temperature ever recorded in the UK (38.7°C), with summer 2019 becoming the twelfth warmest and seventh wettest on record since 1910 across the UK (Met Office, 2019).
- c) In October rainfall was 109% of average with a significant spell peak observed between 24<sup>th</sup> and 26<sup>th</sup> of October 2019; the maximum precipitation in central England reached 118 mm (Met Office, 2019). The river flow in the River Severn, River Wye and River Avon was classified as exceptionally high (the highest possible) by the Environment Agency (2019).
- d) In February, the United Kingdom experienced three storm events, i.e. Storm Ciara (8-9 Feb 2020), Storm Dennis (15-17 Feb 2020) and Storm Jorge (28 Feb to 1 Mar 2020). Out of them, the most significant adverse impact on Worcestershire and Herefordshire was Storm Dennis, which brought heavy and persistent rain reaching up to 100 mm of rain and causing widespread flooding. Unfortunately, the local newspaper reported one person being killed in flood waters near Wyre Forest. This was an extremely busy period for HWFRS with a major incident being declared in both Herefordshire and Worcestershire during this time. The high level of operational activity is reflected in the incident figures for this quarter where crews worked closely with partner agencies to support the local communities. HWFRS were also a key player within the Local Resilience Forum with staff working collectively with all other responding agencies at every SCG, TCG and Bronze cell to help deliver a coordinated response across the two counties.

### 3. Fire incidents

#### 3.1. Introduction

Types of fire as recorded in the IRS:

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

#### 3.2. Overview

The number of Fires decreased by 21.56% (-469 incidents) in Q1-Q4 2019-20 compared with the same period in 2018-19 (Table 4). Figure 4 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreasing during winter.

Figure 5 shows the 5-year trend line for the total number of fires recorded in Q1-Q4 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the number of fires, since the model is of a very poor fit.

Table 4 – Total Fires

Total Fires	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Primary Fires	1102	972	-130	-11.80%
Secondary Fires	961	636	-325	-33.82%
Chimney Fires	112	98	-14	-12.50%
<b>Total</b>	<b>2175</b>	<b>1706</b>	<b>-469</b>	<b>-21.56%</b>

- a) The number of Primary Fire incidents decreased by 130 incidents (-11.80%) in Q1-Q4 2019-20 compared to the same period in 2018-19.
- b) The number of Secondary Fires decreased by 325 incidents (-33.82%) compared with the same period in 2018-19.
- c) The number of Chimney Fires decreased from 112 to 98 (-12.50%) compared with the same period in 2018-19.

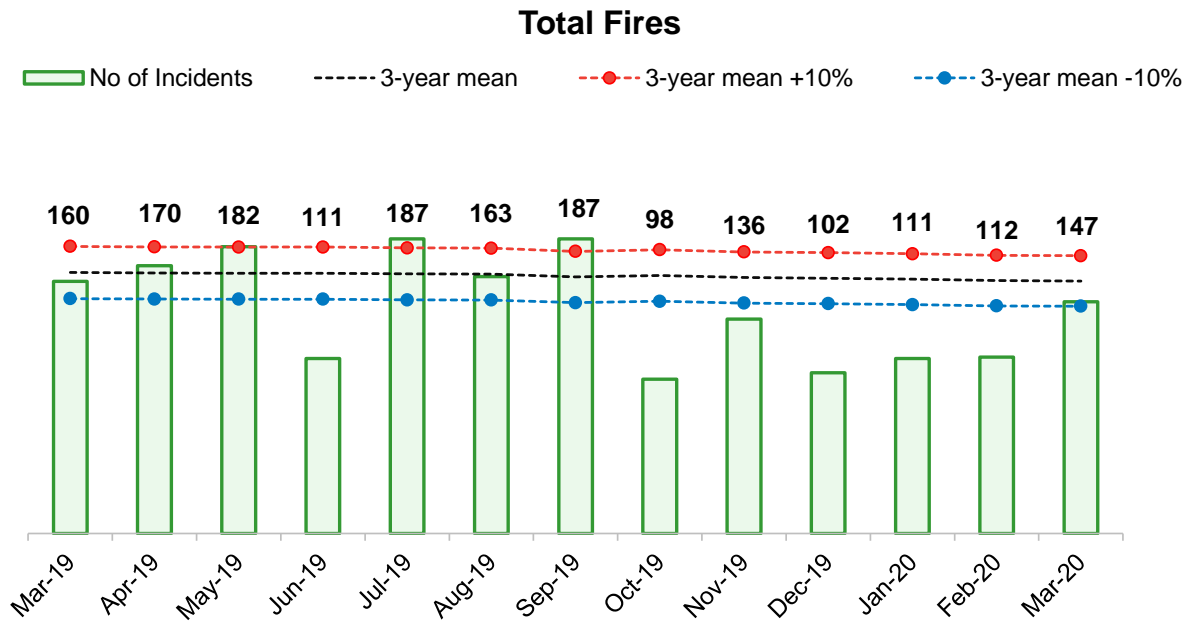


Figure 4 – Total Fires per month: from Mar 2019 to Mar 2020

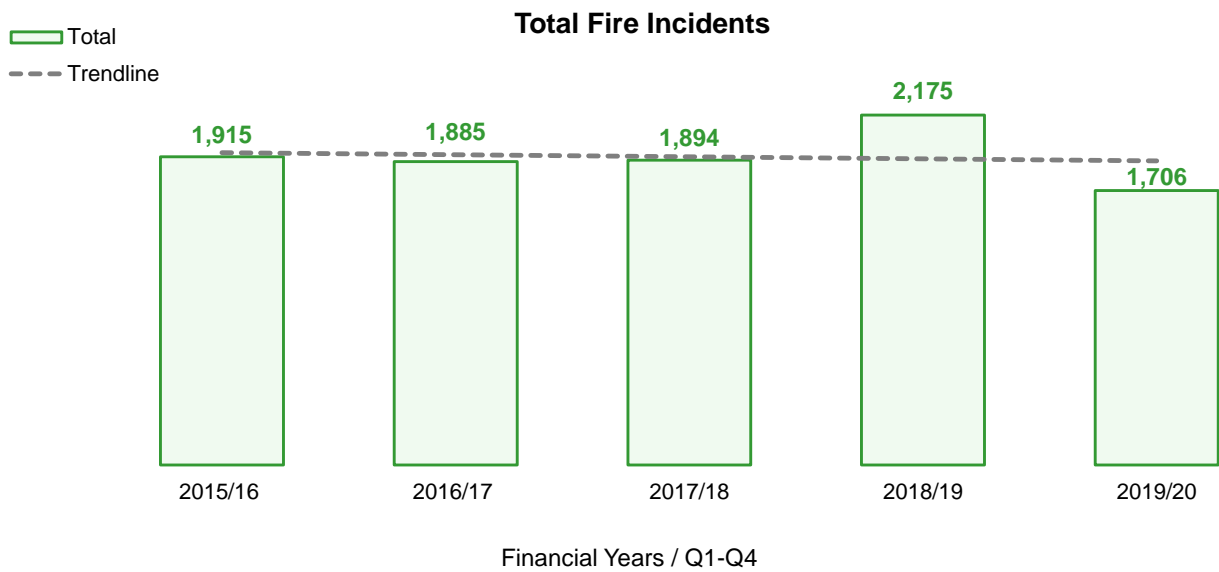


Figure 5 – Total Fires: from Q1-Q4 2015-16 to Q1-Q4 2019-20

### 3.3. Primary fires

There was a 11.80% decrease (-130 incidents) in Primary Fires in Q1-Q4 2019-20 compared with the same period in 2018-19 (Table 5, Figure 6).

Figure 7 shows the 5-year trend line for the total number of Primary Fires recorded in Q1-Q4 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the number of Primary Fires, since the model is of a very poor fit.

Table 5 – Primary Fires

Primary Fires	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Building Fires	655	614	-41	-6.26%
Vehicle & Transport Fires	295	270	-25	-8.47%
Outdoor Fires	152	88	-64	-42.11%
<b>Total</b>	<b>1,102</b>	<b>972</b>	<b>-130</b>	<b>-11.80%</b>

- a) The number of Primary Fires in Q1-Q4 2019-20 decreased by 11.80%, when compared with the same period in 2018-19. This was predominantly caused by a 42.11% decrease in Outdoor Fires (64 incidents) and a 6.26% decrease in domestic (dwelling and other residential) property fires (41 incidents).
- b) The month of May had the highest number of Primary Fires with 105 incidents, followed by July with 97, September with 92 and August and November with 91 incidents each. The main cause for Primary Fires with 137 incidents was 'Heat source and combustibles brought together deliberately', followed by 'Overheating, unknown cause' with 114 incidents, 'Fault in equipment or appliance' with 113 incidents and 'Cooking – other cooking' with 111 incidents. Overall, 84.67% of all Primary Fires were classified as accidental/unknown.
- c) There were 2 fatalities in Primary Fires during Q1-Q4 in 2019-20 (Table 6 shows incident and casualty numbers, Figure 8).
- d) Primary Building Fires currently account for the greatest proportion (63.17%) in this category with 614 incidents.
- e) Domestic fires constituted 64.98% (399 incidents) of the total Primary Building Fires. The top three causes of domestic primary building fires were 'Cooking – other cooking' (102 incidents), 'Fault in equipment or appliance' (53 incidents) and 'Combustible articles too close to heat source (or fire)' (50 incidents).
- f) Vehicle & Transport Fires decreased by 25 incidents (-8.47%) compared with the same period in 2018-19 (Table 5). 11 of these incidents were the result of an RTC.
- g) Primary Outdoor Fires totalled 88 incidents in Q1-Q4 2019-20 compared with 152 incidents in the same period in 2018-19 decreasing by 42.11%.
- h) Technical Fire Safety officers continue to work with businesses and post-fire audits are completed following all fires in business premises.

### Primary Fires

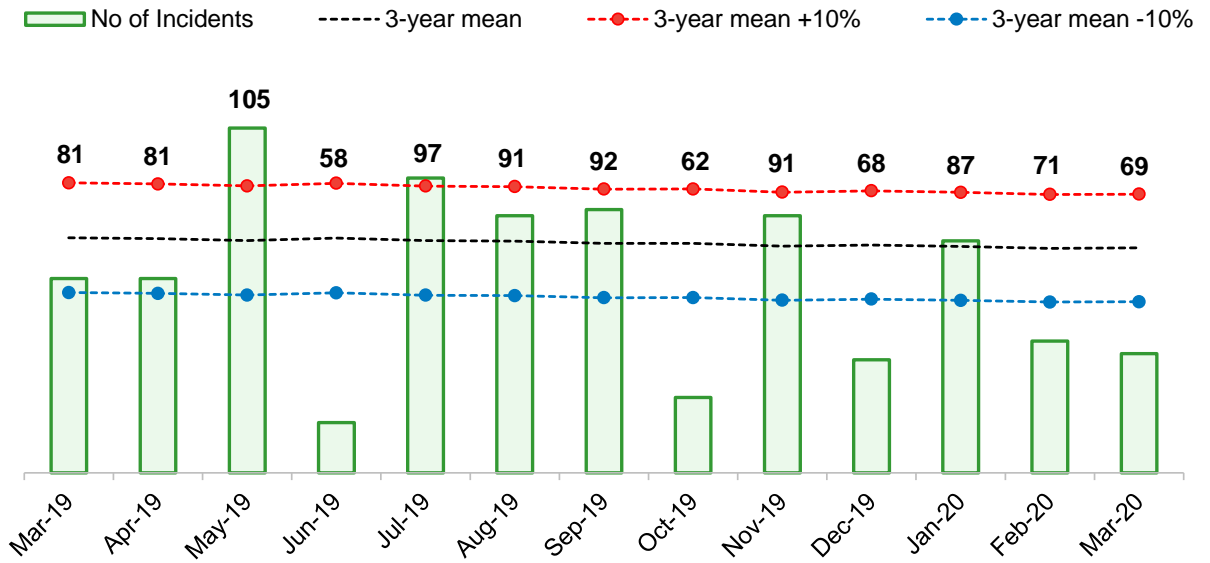


Figure 6 – Primary Fires per month: from Mar 2019 to Mar 2020

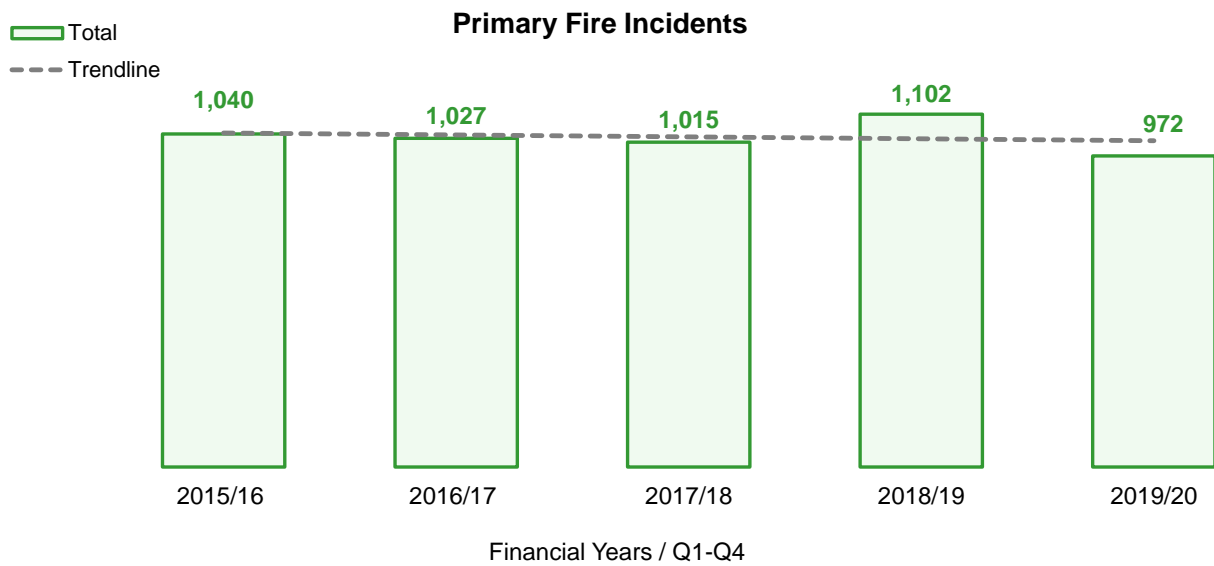


Figure 7 – Primary Fires: from Q1-Q4 2015-16 to Q1-Q4 2019-20

Table 6 – Primary Fires casualties

Primary Fires Casualty*: severity	Q1-Q4 2018-19		Q1-Q4 2019-20		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	3	4	2	2	-1	-2
Victim went to hospital, injuries appear to be Serious	7	7	10	11	+3	+4
Victim went to hospital, injuries appear to be Slight	26	26	26	38	-	+12
First aid given at scene	23	27	25	27	+2	-
<b>Total</b>	<b>59</b>	<b>64</b>	<b>63</b>	<b>78</b>	<b>+4</b>	<b>+14</b>

\* Note: the above casualty severity data refers to all Primary Fire incidents regardless of property type (see section 3.1 to see how Primary Fires are classified).

### Primary Fire Injuries and Fatalities

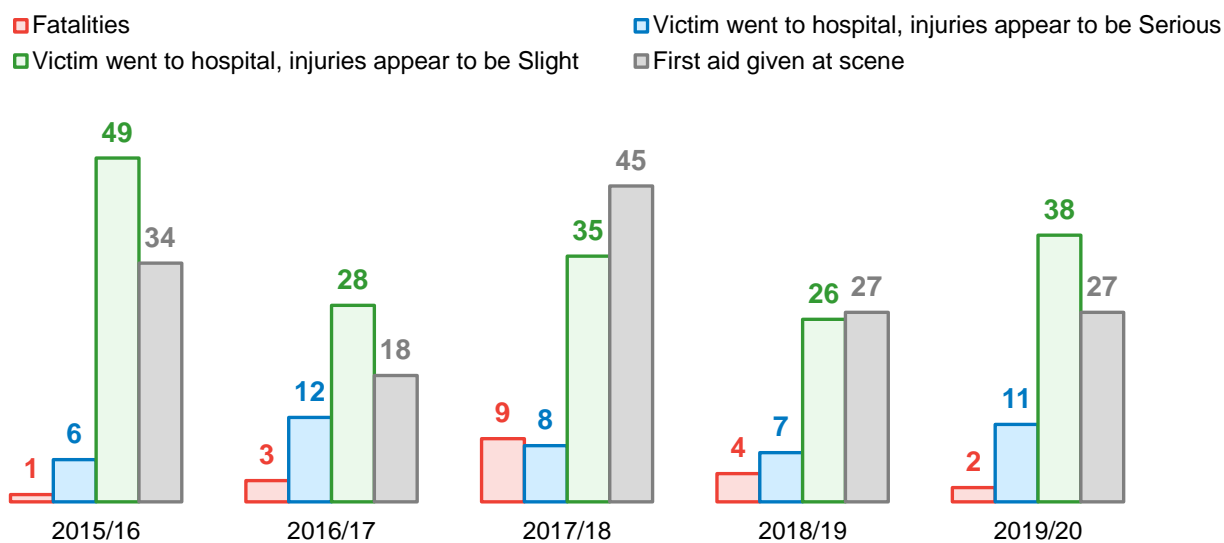


Figure 8 – Primary Fire Injuries and Fatalities: from Q1-Q4 2015-16 to Q1-Q4 2019-20

### 3.4. Secondary fires

There was a 33.82% decrease (-325 incidents) in Secondary Fires in Q1-Q4 2019-20 compared with the same period in 2018-19 (Table 7, Figure 9). September saw the most Secondary Fires with 92 incidents, followed by July with 90 and April with 80.

Table 7 – Secondary Fires

Secondary Fires	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Grassland, Woodland and Crop	395	226	-169	-42.78%
Other Outdoors (including land)	308	187	-121	-39.29%
Outdoor Structures	197	152	-45	-22.84%
Building & Transport	36	58	+22	+61.11%
Outdoor Equipment & Machinery	25	13	-12	-48.00%
<b>Total</b>	<b>961</b>	<b>636</b>	<b>-325</b>	<b>-33.82%</b>

- a) 'Grassland, Woodland and Crop' fires represent the greatest proportion (35.53%) of all Secondary Fires. 61.50% of 'Grassland, Woodland and Crop' fires (139 incidents) were classified as accidental/unknown and 38.50% were classified as deliberate (87 incidents).
- b) The majority of 'Other Outdoors (including land)' secondary fires were caused by 'loose refuse' which resulted in 104 incidents (55.61%) in Q1-Q4 2019-20.
- c) The number of 'Building & Transport' fires increased by 22 incidents (+61.11%) in Q1-Q4 2019-20 compared with the same period in Q1-Q4 2018-19, where September had the highest number of incidents. Of the 58 incidents that occurred, 37 were deliberate and 21 accidental/unknown.

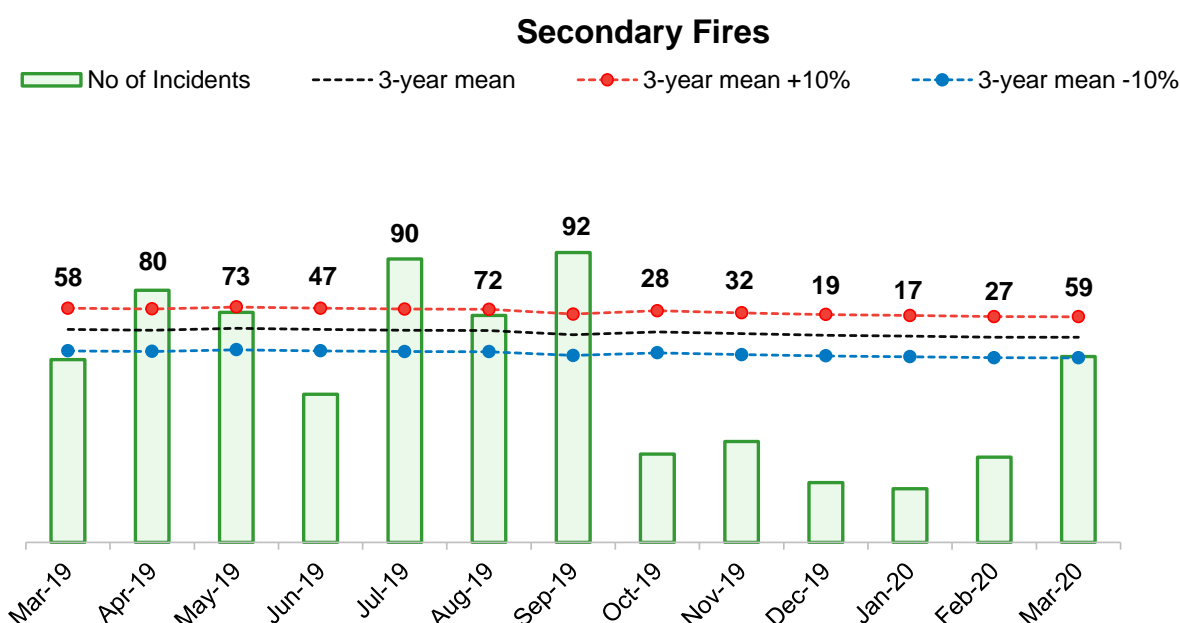


Figure 9 – Secondary Fires per month: from Mar 2019 to Mar 2020

Figure 10 shows the 5-year trend line for the total number of Secondary Fires recorded in Q1-Q4 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of Secondary Fires, since the model is of a very poor fit.

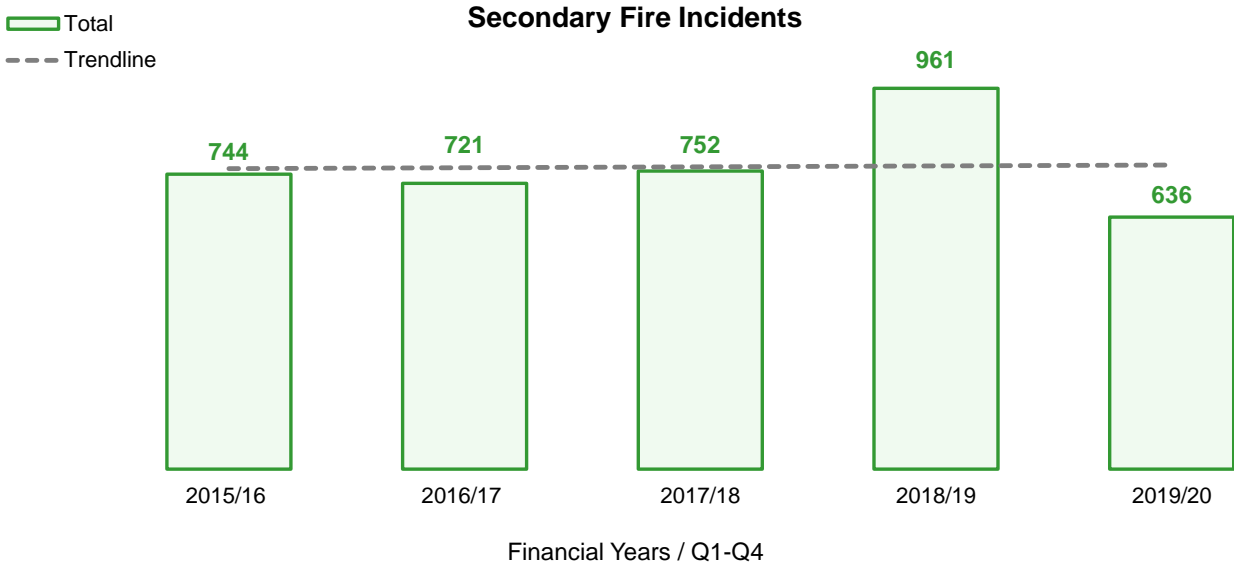


Figure 10 – Secondary Fires: from Q1-Q4 2015-16 to Q1-Q4 2019-20



### 3.5. Chimney fires

The number of Chimney Fires (98 incidents) decreased by 14 in Q1-Q4 2019-20, compared to the same period of 2018-19 (Table 8, Figure 11) and is the lowest number of Chimney Fire incidents within the past 5 years for Q1-Q4, decreasing each year since 2015/16. The decrease in the number of Chimney Fires in 2019-20 is likely to be related to the hotter than usual weather in July and August and the warmer and wetter than usual weather in October and November.

Table 8 – Chimney Fires

Chimney Fires	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
April	10	9	-1	-10.00%
May	3	4	+1	+25.00%
June	0	6	+6	∞
July	0	0	-	-
August	0	0	-	-
September	5	3	-2	-40.00%
October	13	8	-5	-38.46%
November	19	13	-6	-31.57%
December	14	15	+1	+7.14%
January	13	7	-6	-46.15%
February	14	14	-	-
March	21	19	+2	-9.52%
<b>Total</b>	<b>112</b>	<b>98</b>	<b>-14</b>	<b>-12.50%</b>

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

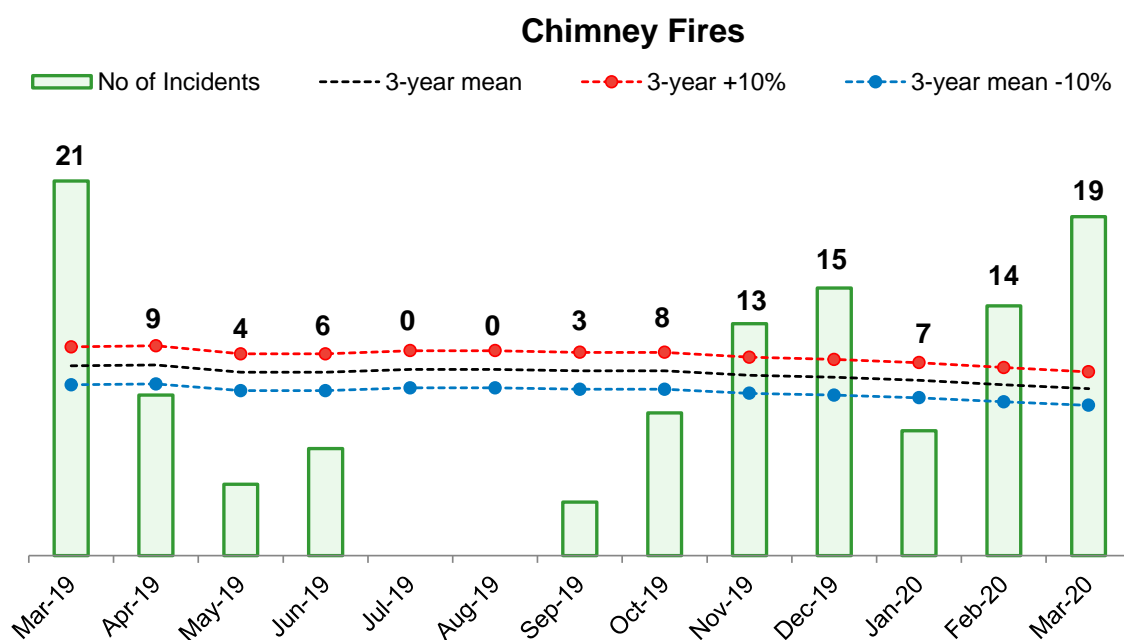


Figure 11 - Chimney Fires per month: from Mar 2019 to Mar 2020

The number of Chimney Fires in Q1-Q4 2019-20 was 22.22% less than the 5-year average of 126 incidents. Figure 12 shows the 5-year trend line for the total number of Chimney Fires recorded in Q1-Q4 between 2015-16 and 2019-20. It can be predicted that Chimney Fire incidents will continue to decrease by 12 incidents every year when analysing the trend over the previous 5 year period.

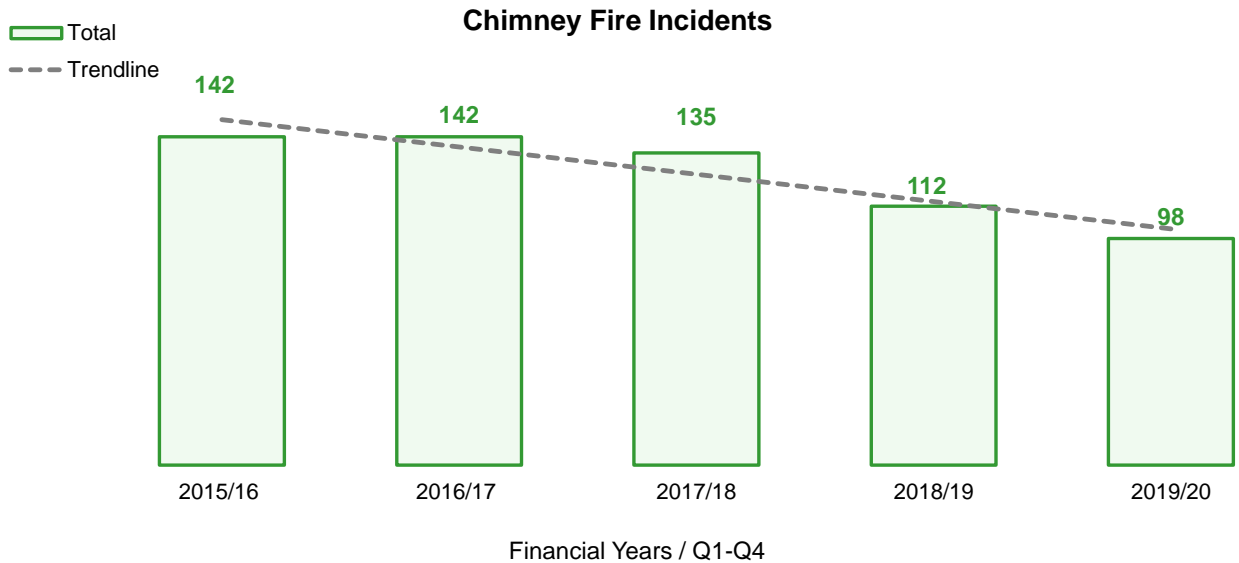


Figure 12 – Chimney Fires: from Q1-Q4 2015-16 to Q1-Q4 2019-20

Figure 13 shows the distribution of the 98 Chimney Fires in Q1-Q4 2019-20 by fire station ground. It shows that the highest numbers of Chimney Fires incidents were 14 in Wyre Forest, 8 in Worcester, 7 in Hereford 6 in Ledbury, Bromyard, Eardisley and Redditch.

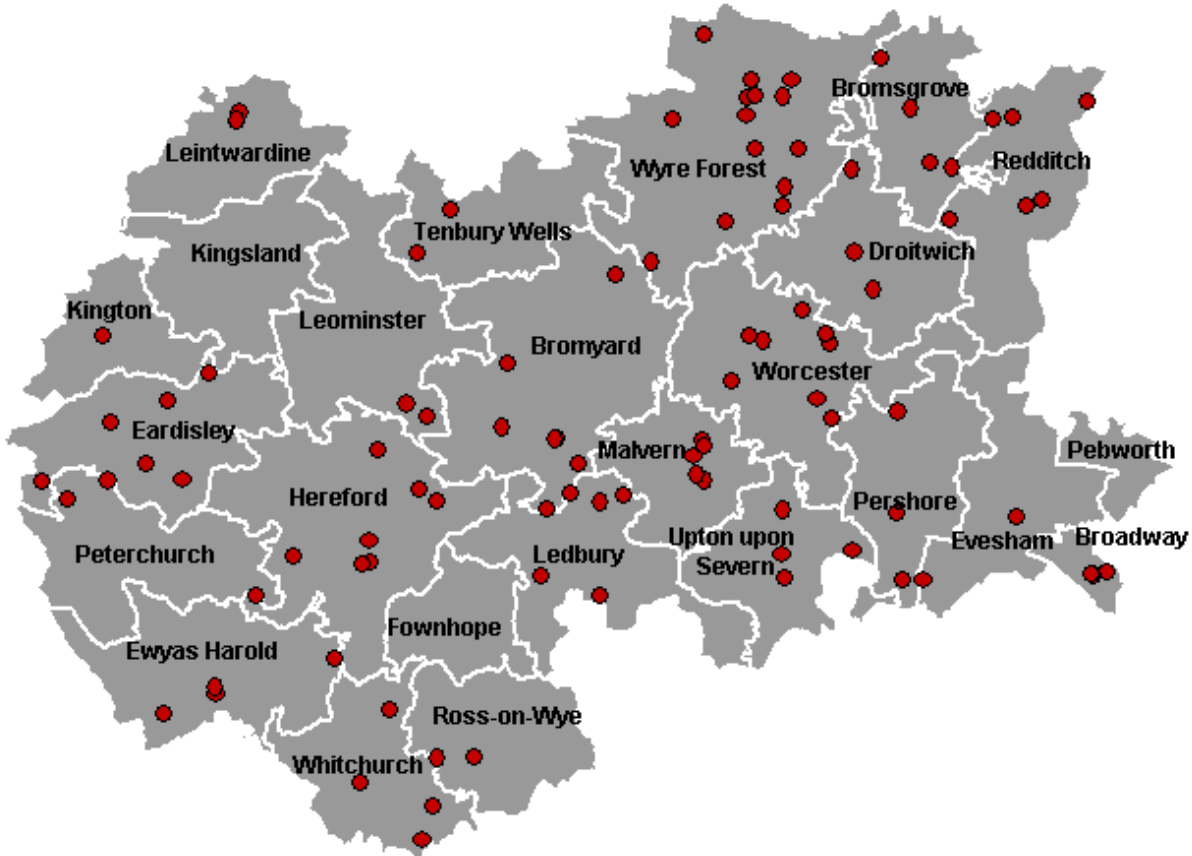


Figure 13 – Chimney Fires per station ground area in Q1-Q4 2019-20

## 4. Special service incidents

### 4.1. Introduction

Special service incidents are incidents attended which are neither fire nor false alarm related. This report (and accompanying data tables) groups together the Special Services into 8 main categories (Table 9). These categories comprise of either the most common incident types, or incident types that are of particular interest. The 'Other Special Services' sub category contains all incidents that do not fit within the other categories and include types such as, but not limited to: 'Hazardous Materials incident', 'Evacuation (no fire)', 'Suicide/attempts', 'Medical Incident'. The figures relating to RTCs in this section are those that have been closed as a Special Service, i.e. incidents closed as a fire that was due to an RTC is not included but can be found in the 'Building & Transport' section of Table 5.

### 4.2. Overview

The number of Special Service incidents has risen by 44.27% (+842 incidents) in Q1-Q4 2019-20 compared to the same period in 2018-19 (Table 9, Figures 14-15).

Table 9 – Special Services

Special Service sub-categories	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Animal assistance	95	101	<b>+6</b>	<b>+6.32%</b>
Assist other agencies	195	431	<b>+236</b>	<b>+121.03%</b>
Effecting entry/exit	146	279	<b>+133</b>	<b>+91.10%</b>
Flooding	128	354	<b>+226</b>	<b>+176.56%</b>
Lift release	69	61	<b>-8</b>	<b>-11.59%</b>
Rescue or evacuation from water	48	236	<b>+188</b>	<b>+391.67%</b>
RTC	685	671	<b>-14</b>	<b>-2.04%</b>
Other Special Services	536	611	<b>+75</b>	<b>+13.99%</b>
<b>Total</b>	<b>1902</b>	<b>2744</b>	<b>+842</b>	<b>+44.27%</b>

- a) The greatest proportion (24.45%) of Special Services was accounted for by the category 'RTC' with 671 incidents followed by 'Other Special Services' with 611 incidents (22.27%) whose main sub-categories were 'No action (not false alarm) with 100 incidents and 'Other rescue/release of persons' with 79 incidents. Other sub-categories include, but are not limited to: 'Making Safe (Not RTC)' (76 incidents), 'Spills and leaks (Not RTC)' (61 incidents), 'Removal of objects from people' (60 incidents), 'Hazardous Materials' (48 incidents) and 'Suicide/attempts' (48 incidents).
- b) 'Flooding' Special Services increased by 176.56% (+226 incidents) during Q1-Q4 2019-20 alongside a corresponding increase in incidents requiring 'Rescue or evacuation from water' (+188 incidents). 48.87% of all 'Flooding' incidents occurred between the 8<sup>th</sup> of February and the 1<sup>st</sup> of March (173 incidents) and 36.02% of 'Rescue or evacuation from water' (85 incidents). During this time Herefordshire and Worcestershire faced three storms which caused the surge in Special Service incidents. More about this can be seen in the weather section of this report.

c) Incidents involving collaboration such as ‘Assisting other agencies’ were up 236 incidents in comparison to the same period in 2018-19 and ‘Effecting entry/exit’ were up by 133 incidents, together comprising 25.87% (710 incidents) of the total Special Service incidents.

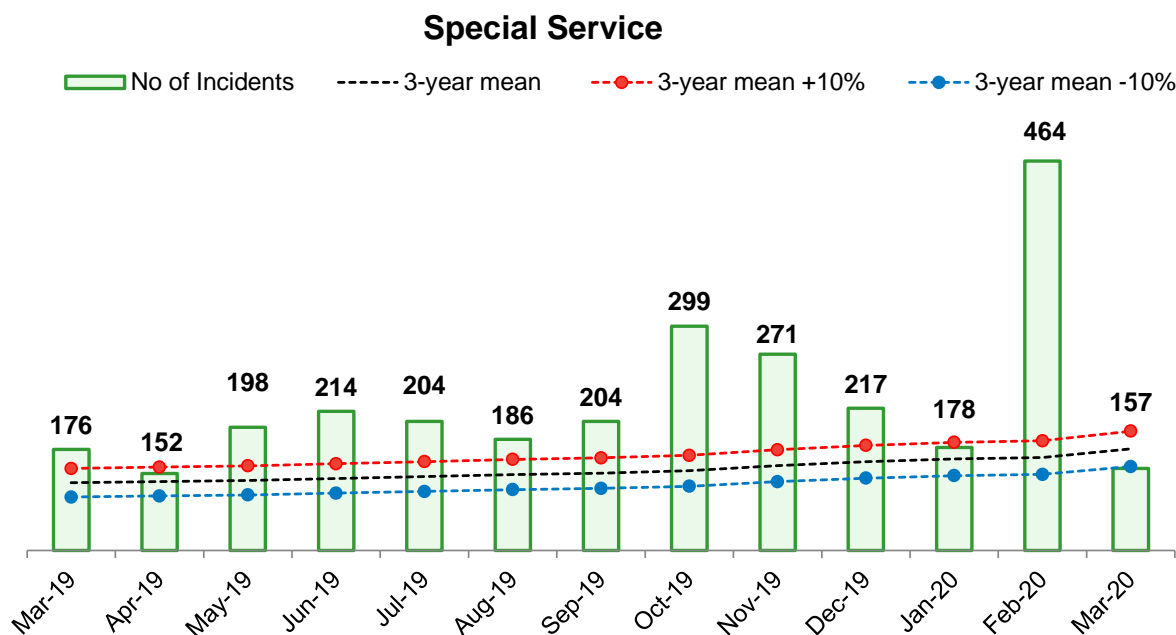


Figure 14 – Special Service incidents per month: from Mar 2019 to Mar 2020

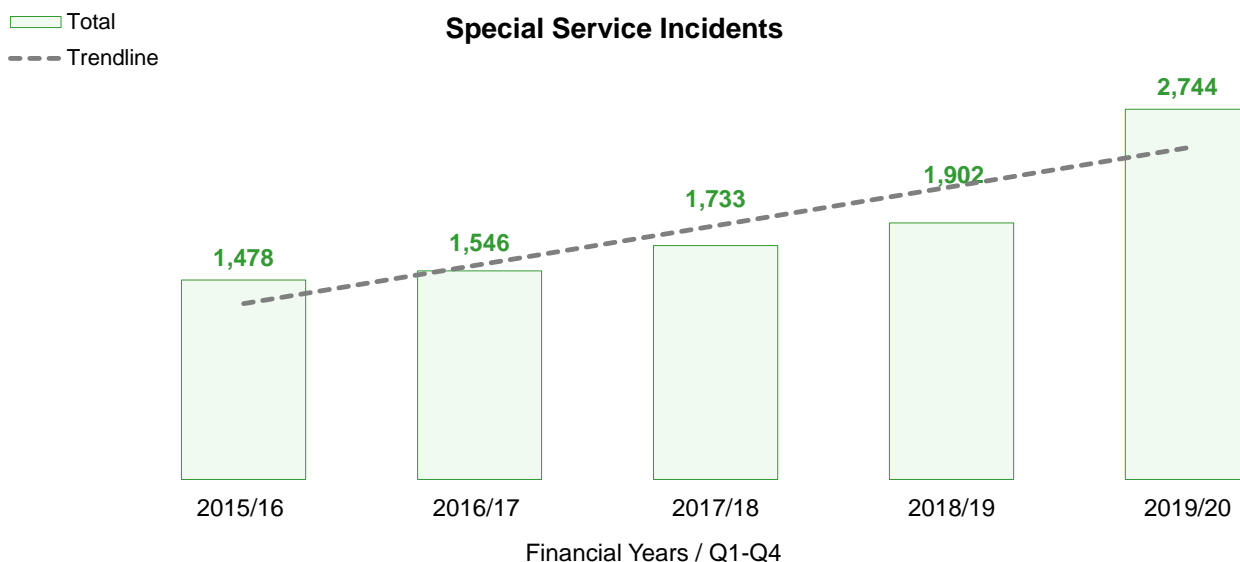


Figure 15 – Special Service incidents: from Q1-Q4 2015-16 to Q1-Q4 2019-20

Further statistical analysis shows that the total number of Special Service incidents will continue to increase by 289 incidents every year when analysing the trend over the previous 5 year period.

## Special Service Incidents

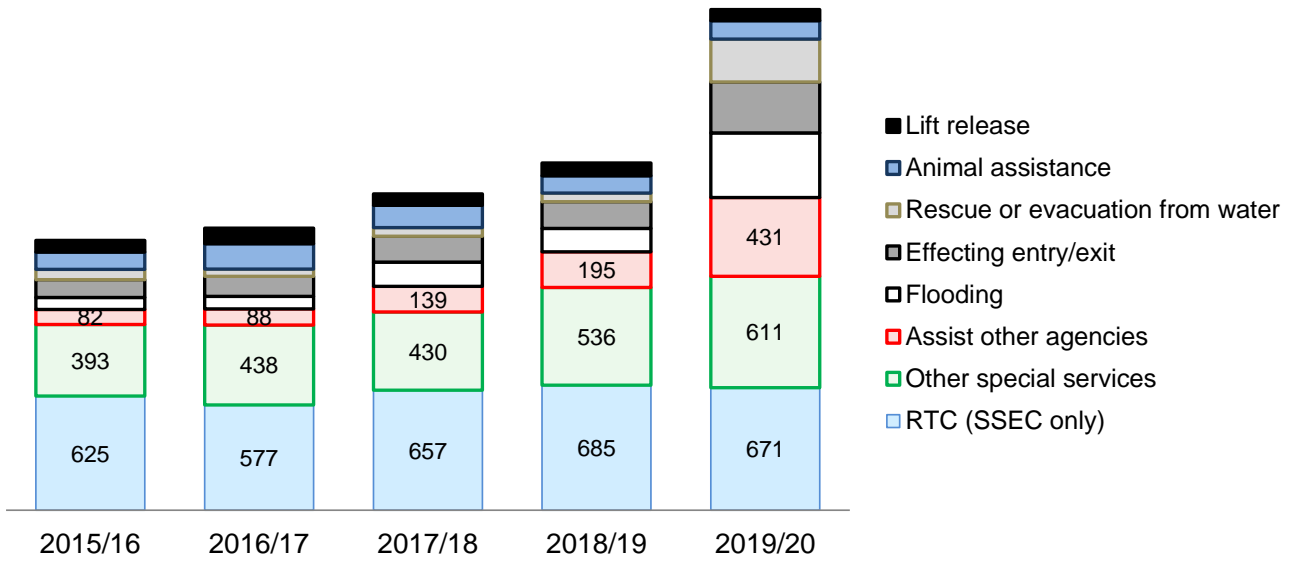


Figure 16 – Special Service incidents: from Q1-Q4 2015-16 to Q1-Q4 2019-20

- a) The increase in collaborative incidents such as ‘Assisting other agencies’ (431 incidents) and ‘Effecting entry/exit’ (279 incidents) was expected due to the change in operational policies during 2018/19 which affects the type of incidents that HWFRS attends. (Figure 16). The full list of incidents relating to collaborative incidents such as gaining access, missing persons or the use of the drone is available through the Operational Policies Department. In Q1-Q4 2019-20, 55.35% of these calls came from the Police (393 out of 710 incidents) and 13.80% from the Ambulance Service (98 out of 710 incidents).
- b) Incidents involving Animal Assistance increased by 6.32% from 95 incidents in Q1-Q4 2018-19 to 101 in Q1-Q4 2019-20.

### 4.3. Total RTC incidents

The total Road Traffic Collision (RTC) incident numbers reflect the total number of incidents in the two counties of Herefordshire and Worcestershire that were attended by HWFRS crews; incidents include only those whose closure code was Special Service. Incidents that were an RTC but were closed as a different code (e.g. Fire, Assisting other agencies) is not included in the total figure. This report (and accompanying data tables) groups together the Total RTC incidents into 6 main categories (Table 10). These categories comprise of either the most common incident types, or incident types of particular interest. The 'Other RTC' sub-category contains all incidents that do not fit within the chosen categories and include types such as (but not limited to): 'Medical assistance only', 'Stand by – no action', 'Advice only'.

- a) The number of RTC incidents attended in Q1-Q4 2019-20 decreased by 2.04% (-14 incidents) compared to the same period in 2018-19 (Table 9). This is mostly accounted for by the 23 fewer Extrication/Release of persons/s incidents.
- b) The majority of RTCs involved making vehicles safe (62.44% of all RTC incidents attended) and increased by 17 incidents when compared to 2018-19.
- c) Fire and Rescue crews attended 11 RTC incidents with 12 fatalities in Q1-Q4 2019-20, which decreased when compared to the same period in 2018-19. The number of people slightly injured in RTCs increased from 233 to 249 and the number of people seriously injured decreased by 23. The overall number of casualties decreased by 13 (Table 11, Figure 17).
- d) The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

Table 10 – Total RTC incidents\*

Total RTC Incidents	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Make vehicle safe	402	419	+17	+4.23%
Make scene safe	101	97	-4	-3.96%
Extrication of person/s	71	63	-8	-11.27%
Release of person/s	59	44	-15	-25.42%
Wash down road	2	4	+2	+100.00%
Other RTC	50	44	-6	-12.00%
<b>Total</b>	<b>685</b>	<b>671</b>	<b>-14</b>	<b>-2.04%</b>

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

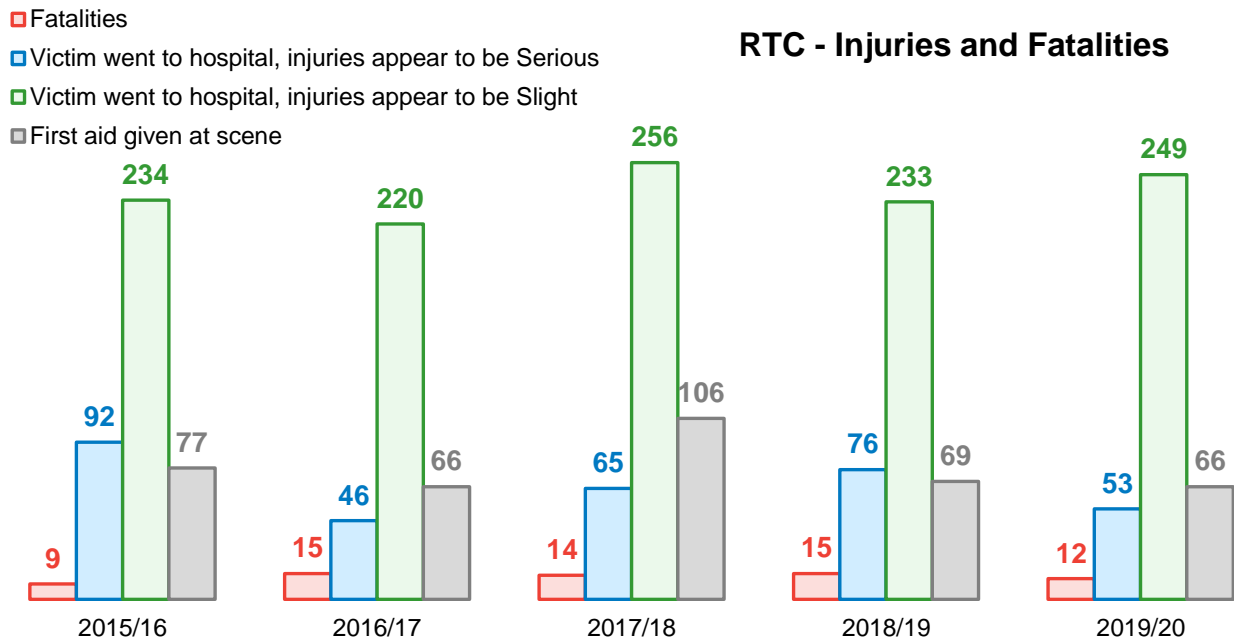


Figure 17 – RTC Injuries and fatalities quarterly data: from Q1-Q4 2015-16 to Q1-Q4 2019-20

Table 11 – Total RTC casualties\*

Total RTC Casualty: severity	Q1-Q4 2018-19		Q1-Q4 2019-20		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	15	15	11	12	-4	-3
Victim went to hospital, injuries appear to be Serious	67	76	48	53	-19	-23
Victim went to hospital, injuries appear to be Slight	179	233	190	249	+11	+16
First aid given at scene	56	69	50	66	-6	-3
<b>Total</b>	<b>317</b>	<b>393</b>	<b>299</b>	<b>380</b>	<b>-18</b>	<b>-13</b>

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

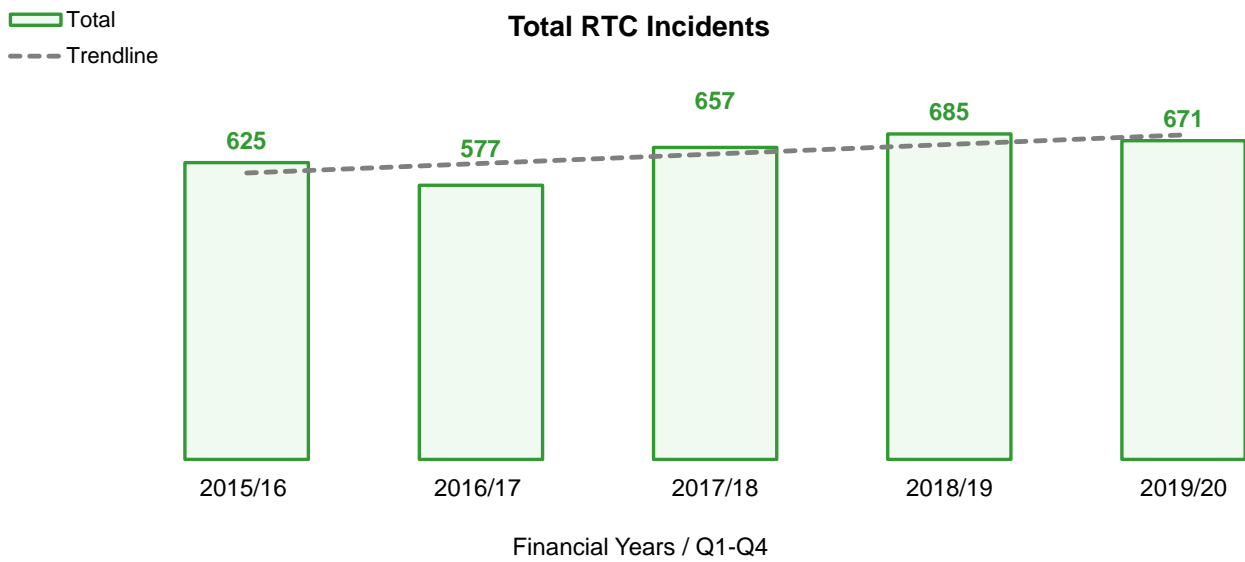


Figure 18 – RTC Incidents: from Q1-Q4 2015-16 to Q1-Q4 2019-20

Figure 18 shows the 5-year trend line for the total number of Road Traffic Collisions recorded in Q1-Q4 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the number of RTCs, since the model is of a very poor fit.



## 5. False alarm incidents

### 5.1. Introduction

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

Types of false alarm as recorded in the IRS:

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

### 5.2. Overview

The number of False Alarm incidents in Q1-Q4 2019-20 shows an increase of 60 incidents (1.77%) compared to the same period in 2018-19 (Table 12, Figure 19). Overall, 50.04% (1,727 incidents) of all False Alarm calls originated from domestic (dwellings and other residential) properties when compared with non-residential premises (35.99%, 1,242 incidents) and Other (13.97%, 482 incidents).

- a) Malicious False Alarms accounted for 1.65% of all False Alarms and increased from 47 to 57 in Q1-Q4 2019-20. They were recorded as follows: 17 in Worcester, 6 in Hereford, 5 in Evesham, Bromsgrove, Redditch, 4 in Kidderminster, 3 in Droitwich and Pebworth, 2 in Malvern and Pershore and 1 in Upton-upon-Severn, Bromyard, Stourport, Wyre Forest and Ledbury. 77.19% of malicious false alarms involved either a dwelling or non-residential property type.
- b) False Alarm Good Intent incidents accounted for 27.04% of all False Alarms and increased by 13 incidents (+1.41%) in Q1-Q4 2019-20, when compared to the same period in 2018-19. 26.80% were caused by 'Controlled burning' (250 incidents) followed by 'Other' with 16.93% (158 incidents) and 'Not required' with 9.11% (85 incidents).
- c) Fire Alarm Due to Apparatus incidents had the greatest percentage of False Alarms with 71.31% and increased by 37 incidents (+1.53%) in Q1-Q4 2019-20 compared to the same period in 2018-19 (Table 11). 19.22% were caused by 'Cooking/burnt toast' (473 incidents), followed by 15.68% that were 'Faulty' (386 incidents). The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.
- d) Figure 20 shows the 5-year trend line for the total number of False Alarms recorded in Q1-Q4 between 2015-16 and 2019-20. It can be predicted with a strong correlation that False Alarms will continue to increase each year by 86 incidents when analysing the trend over the previous 5-year period.

Table 12 – False Alarms

Category	Q1-Q4 2018-19	Q1-Q4 2019-20	Change	
Malicious false alarms	47	57	+10	+21.28%
Good intent false alarms	920	933	+13	+1.41%
Fire alarm due to apparatus	2424	2461	+37	+1.53%
<b>Total</b>	<b>3,391</b>	<b>3,451</b>	<b>+60</b>	<b>+1.77%</b>

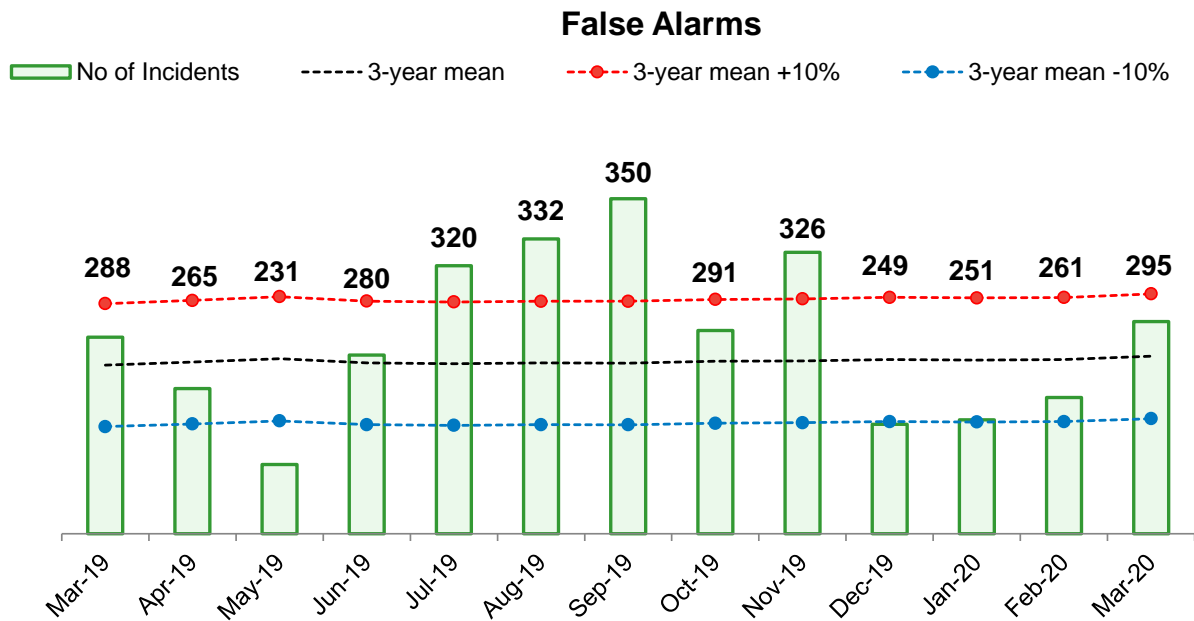


Figure 19 – False Alarm incidents per month: from Mar 2019 to Mar 2020

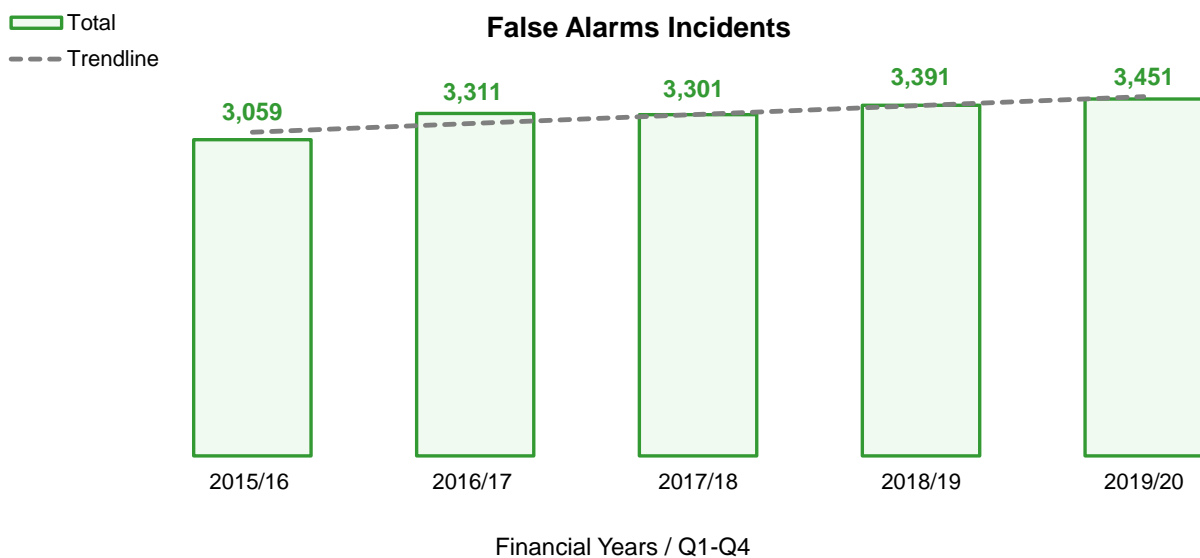


Figure 20 – False Alarm incidents: from Q1-Q4 2015-16 to Q1-Q4 2019-20

## 6. Attendance Standards

### 6.1. Introduction

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first fire appliance to arrive at all Primary Building Fires within 10 minutes on at least 75% of occasions. The definition for Primary Fires can be found in section 3.1 of this report, to classify as a building in this standard, the property should be either a dwelling or non-residential property.

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

The Attendance Standard was developed prior to the introduction of the current Fire Control system and there is no exact match between a time recorded in the current system and the time used under the old method to record the time of call. The nearest time in the current system would be "Incident Created", which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest fire appliance.

### 6.2. First Fire Appliance at Primary Building Fires in Q1-Q4 2019-20

Table 13 provides a summary of the Attendance Standard for the Q1-Q4 2019-20 period and the same quarters in 2018-19.

Table 13 – First fire appliance attendance at Primary Building Fires within 10 minutes

<b>First fire appliance attendance</b>	<b>Q1-Q4 2018-19</b>		<b>Q1-Q4 2019-20</b>	
Primary Building Fires attended within 10 minutes	369	<b>56.34%</b>	318	<b>51.79%</b>
Primary Building Fires not attended within 10 minutes	281	<b>42.90%</b>	294	<b>47.88%</b>
* Discarded incidents due to missing information	5	<b>0.76%</b>	2	<b>0.33%</b>
<b>Total</b>	<b>655</b>	<b>100.00%</b>	<b>614</b>	<b>100.00%</b>

*\* It should be noted that since January 2020 a new script is available to calculate the Attendance Standard which interrogates the IRS system directly. This allows incident commanders to manually add the missing information after the event. The previous procedure was based on the Brigid system (appliance mobilising system) and therefore more incidents needed to be removed due to lack of information. During Q1-Q4 2019-20, 2 out of 614 (0.33%) records were not included compared to 5 out of 655 (0.76%) in Q1-Q4 2018-19.*

- a) The total number of Primary Building Fires in Q1-Q4 2019-20 was 614, which is a 6.26% decrease when compared to the same period in 2018-19.
- b) The percentage of Primary Building Fires attended by the first fire appliance within 10 minutes during Q1-Q4 2019-20 was 51.79% which is down by 4.55% compared to the same period in 2018-19 (Table 13).

Table 14 – First fire appliance attendance at Primary Building Fires average times

<b>First fire appliance attendance (average times)</b>	<b>Q1-Q4 2018-19 (mm:ss)</b>	<b>Q1-Q4 2019-20 (mm:ss)</b>
Call handling time (Time of Call until Time Appliance Mobilised)	01:32	01:20
Turnout time (Time Mobilised until Time Mobile)	02:23	02:36
Travel time (Time Mobile until Appliance Arrival at Scene)	06:17	06:31
<b>Time of Call to Arrival at Scene</b>	<b>10:12</b>	<b>10:27</b>

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

*To ensure that comparability between Q1-Q4 2018-19 and Q1-Q4 2019-20 results were accurate, the Attendance Standard for Q1-Q4 2018-19 has been re-calculated using a new analytical approach as informed earlier in this Performance Report.*

- a) The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q4 2019-20 was 10 minutes and 27 seconds, an average increase of 15 seconds of delay compared with Q1-Q4 2018-19 (Table 14).
- b) Call handling time has decreased by an average of 12 seconds from 01:32 to 01:20.
- c) The turnout time has increased by an average of 13 seconds from 02:23 to 02:36.
- d) The travel time has increased by an average of 14 seconds from Q1-Q4 2018-19 to 2019-20

When completing an incident report the incident commanders are able to give a reason for not meeting the Attendance Standard\*. Out of the 297 incidents that were cited as failing the Attendance Standard, 8 passed the standard upon analysis. However, there were also 5 incidents that were not recorded by the Officer in Charge as 'Attendance Standard not met'. The top four reasons for not meeting the attendance standard are listed in Table 15.

Table 15 – Attendance Standard – Primary Building Fires

<b>Reason for not meeting attendance standard</b>	<b>No. of incidents</b>	<b>%</b>
Travel distance to the incident	146	<b>49.16%</b>
Turn in time (Retained and Day crew only)	65	<b>21.89%</b>
Responding at normal road speed, e.g. for Automatic Fire Alarms	30	<b>10.10%</b>
Appliance not booked in attendance	20	<b>6.73%</b>
Other	36	<b>12.12%</b>
<b>Total</b>	<b>297</b>	<b>100.00%</b>

- a) Travel distance to the incident was the main reason for the first fire appliances not attending Primary Building Fires within 10 minutes with 146 incidents (all incidents failed standard).
- b) Turn in time was the reason for 65 incidents (1 incident passed).
- c) Responding at normal road speed with 30 incidents (1 incident passed).
- d) Appliance not booked in attendance with 20 incidents (6 passed the standard).

## 7. First On-Call (Retained) Appliance Availability

The Gartan (an online crew and appliance availability management system) report was produced on 20<sup>th</sup> April 2020 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance decreased by 1.42%, when compared with the same period of 2018-19 (Table 16). However, station closures and openings may have affected this result.

From 1<sup>st</sup> March 2019, Wholetime appliances at Droitwich, Evesham and Malvern were retained at night (18:00-08:00) and therefore a weighted average has been applied to calculate availability of first On-call appliances at these locations. A direct comparison has not been included against the previous year due to the change in crewing. The new Wyre Forest hub has not been included in the availability figures as there is currently only one month of data since the opening in February 2020.

Station	County	Q1-Q4 2018-19	Q1-Q4 2019-20	Change %
Bromyard	Herefordshire	93.70%	97.93%	4.23%
Eardisley	Herefordshire	95.00%	93.07%	-1.93%
Ewyas Harold	Herefordshire	98.27%	99.80%	1.53%
Fownhope	Herefordshire	96.05%	89.00%	-7.05%
Hereford	Herefordshire	98.03%	97.34%	-0.69%
Kingsland	Herefordshire	99.39%	98.61%	-0.78%
Kington	Herefordshire	96.95%	97.91%	0.96%
Ledbury	Herefordshire	98.30%	99.01%	0.71%
Leintwardine	Herefordshire	98.21%	96.13%	-2.08%
Leominster	Herefordshire	99.94%	99.69%	-0.25%
Peterchurch	Herefordshire	63.22%	63.60%	0.38%
Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
Whitchurch	Herefordshire	65.73%	76.63%	10.90%
Broadway	Worcestershire	51.38%	31.96%	-19.42%
Bromsgrove	Worcestershire	77.13%	65.79%	-11.34%
Droitwich Spa	Worcestershire	-	63.85%	-
Evesham	Worcestershire	-	92.11%	-
Malvern	Worcestershire	-	87.28%	-
Pebworth	Worcestershire	83.60%	79.61%	-3.99%
Pershore	Worcestershire	86.84%	93.33%	6.49%
Redditch	Worcestershire	91.76%	90.29%	-1.47%
Tenbury	Worcestershire	99.09%	97.95%	-1.14%
Upton upon Severn	Worcestershire	89.83%	92.88%	3.05%
Worcester	Worcestershire	80.94%	91.71%	10.77%
Wyre Forest	Worcestershire	-	-	-
<b>Total</b>		<b>88.73%<sup>a</sup></b>	<b>87.31%<sup>a</sup></b>	<b>-1.42%</b>

Table 16 – First fire appliance On-Call (Retained) availability in Q1-Q4 2019-20

<sup>a</sup> The average (mean) of availability of first appliances only.

- Q1 2019-20 change for the first fire appliance On-Call (Retained) availability was -4.75%<sup>a</sup>
- Q1-Q2 2019-20 change for the first fire appliance On-Call (Retained) availability was -3.52<sup>a</sup>
- Q1-Q3 2019-20 change for the first fire appliance On-Call (Retained) availability was -2.50<sup>a</sup>
- Q1-Q4 2019-20 change for the first fire appliance On-Call (Retained) availability was -1.42%<sup>a</sup>

## 8. Absence management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system (Figure 21). The sickness level for all staff in Q4 2019-20 has decreased overall to -0.70\* days when compared to 2.25 days lost per head in Q4 in 2018-19. This is below the 5-year average of 1.23 days lost per head. More details can be found in Table 17.

*\*It should be noted that the number of employees is constantly changing and this influences the average number of days/shifts lost per person reported. The negative numbers reflects changes between these averages from one quarter to another.*

Furthermore, the total number of days lost for all staff during Q1-Q4 2019-20 was 5.71 days which is the lowest number of days lost when compared to the past five year period. It is also the lowest when compared to Worcestershire County Council (Figure 23, Table 20). Figures for Herefordshire County Council are currently unavailable at the time of writing this report.

### 8.1. All staff sickness

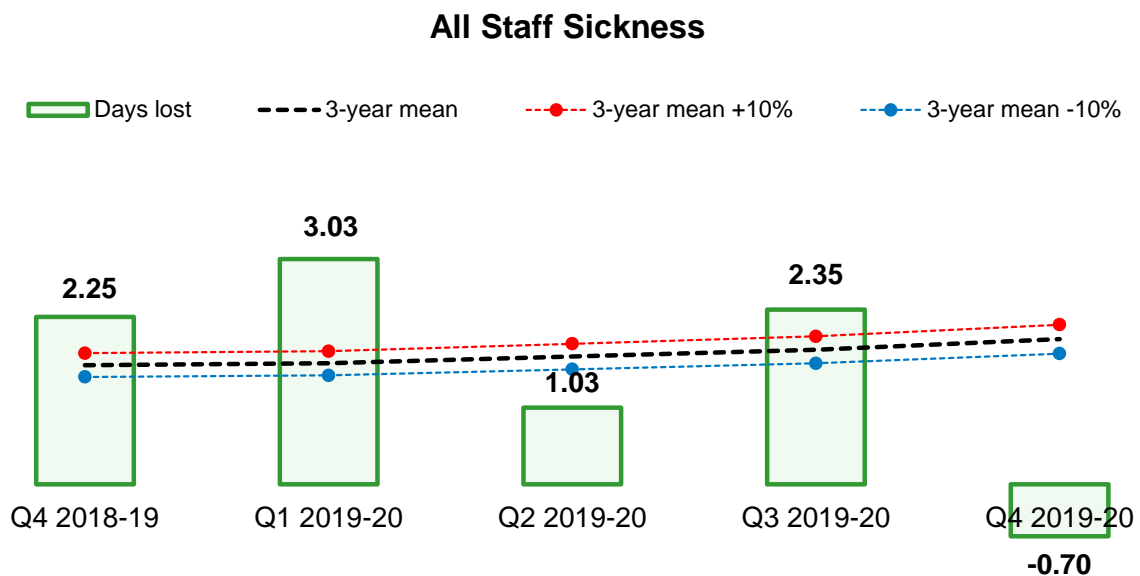


Figure 21 – All Staff Sickness: from Q4 2018-19 to Q4 2019-20

Table 17 – All Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Quarter 1	1.10	1.93	3.03
Quarter 2	0.33	0.70	1.03
Quarter 3	0.79	1.56	2.35
Quarter 4	-0.24*	-0.46*	-0.70*

- a) Long-term sickness continues to form the greatest proportion of All Staff Sickness.
- b) Figures for other Fire and Rescue Services are generally only available a quarter in arrears. The latest available figures are for Q1-Q3 2019-20, which showed that Hereford & Worcester FRS All Staff Sickness was lower than Shropshire FRS (6.41 average number of days/shifts lost per head compared to Shropshire’s 6.56).

\* The number of employees is constantly changing and this influences the average number of days/shifts lost per person reported each quarter. The negative numbers reflect changes between these averages from one quarter to another and provide a correction to actual days/shifts lost per person. Any delay in update of the HR system causes a temporary overestimated value of sickness which is then verified and corrected by the end of reporting periods by HR. Please note that sickness values presented in the Performance Report refer to independent quarters and are calculated using sickness figures originally based on cumulative quarters as required by the government. Despite a different format of data presentation throughout the year, the sickness values presented in this document and in Cleveland Report are the same by the end of the fiscal year.

Figure 22 shows the 5-year trend line for the All Staff Sickness (the number of days/shifts lost per head) recorded in Q4 between 2015-16 and 2019-20. Time cannot be used as a predicting variable for the decreasing number of days/shifts lost per head, since the model is of a very poor fit.

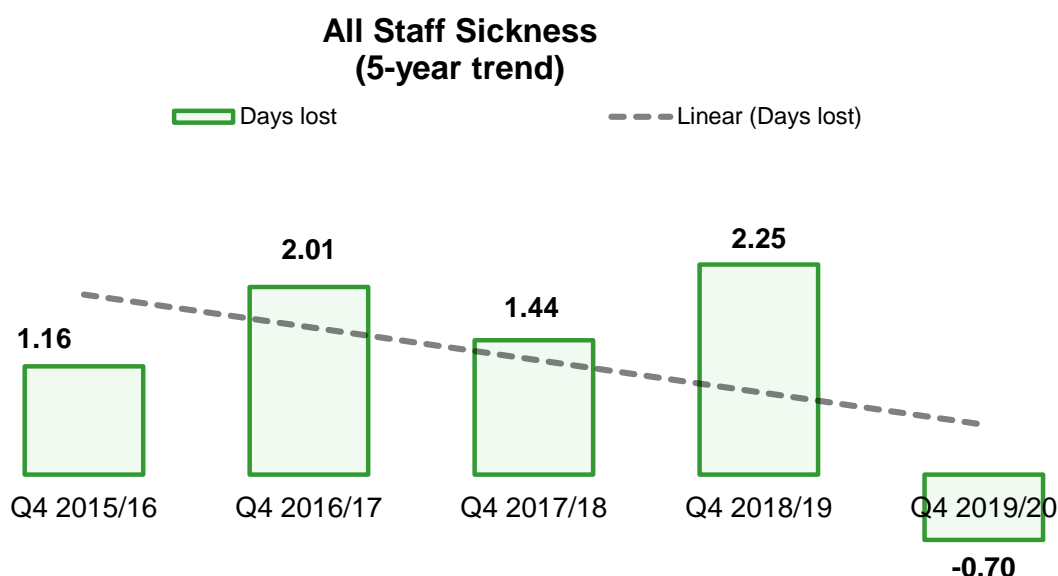


Figure 22 – All Staff Sickness: from Q4 2015-16 to Q4 2019-20



Figure 23 shows the total days lost for all staff annually (Q1-Q4) from 2015/16 – 2019/20. During Q1-Q4 2019-20 the total days lost (5.71 days) is the lowest number of days lost when comparing to the previous five years.

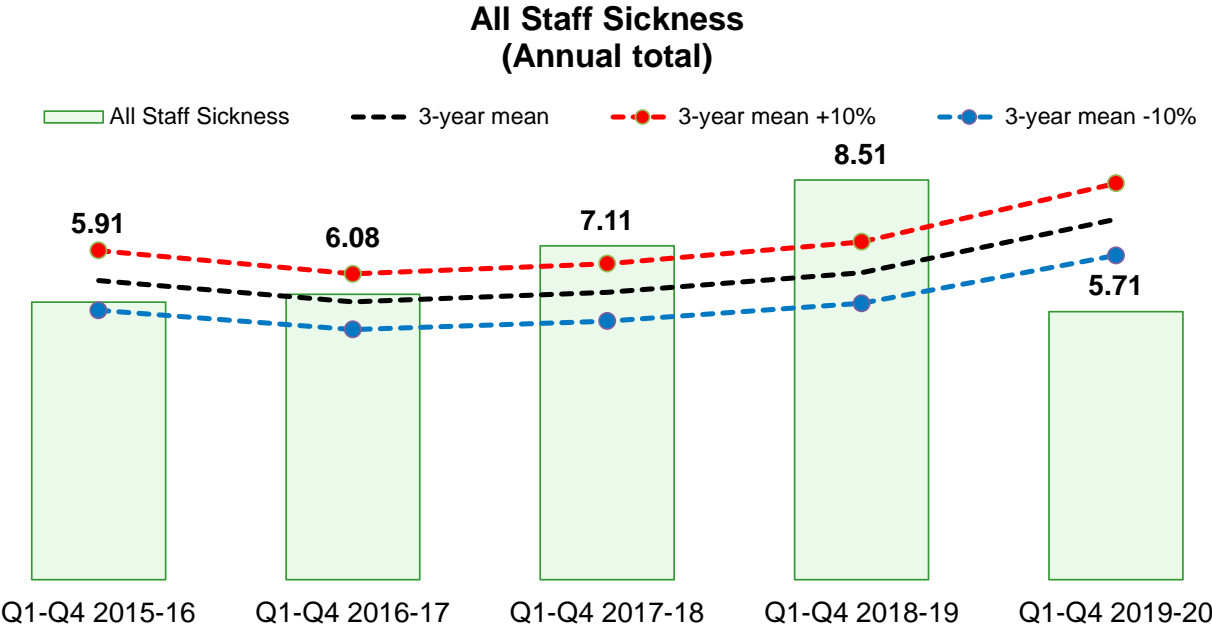


Figure 23 – All Staff Sickness for Q1-Q4 from: 2015/16 – 2019/20

## 8.2. Wholetime staff sicknesses

Wholetime Staff Sickness in Q4 2019-20 was 2.38 days lost per head (Figure 23, Table 18). During the same period in 2018-19, Wholetime Staff Sickness was at a slightly lower level (2.34 days lost per head).

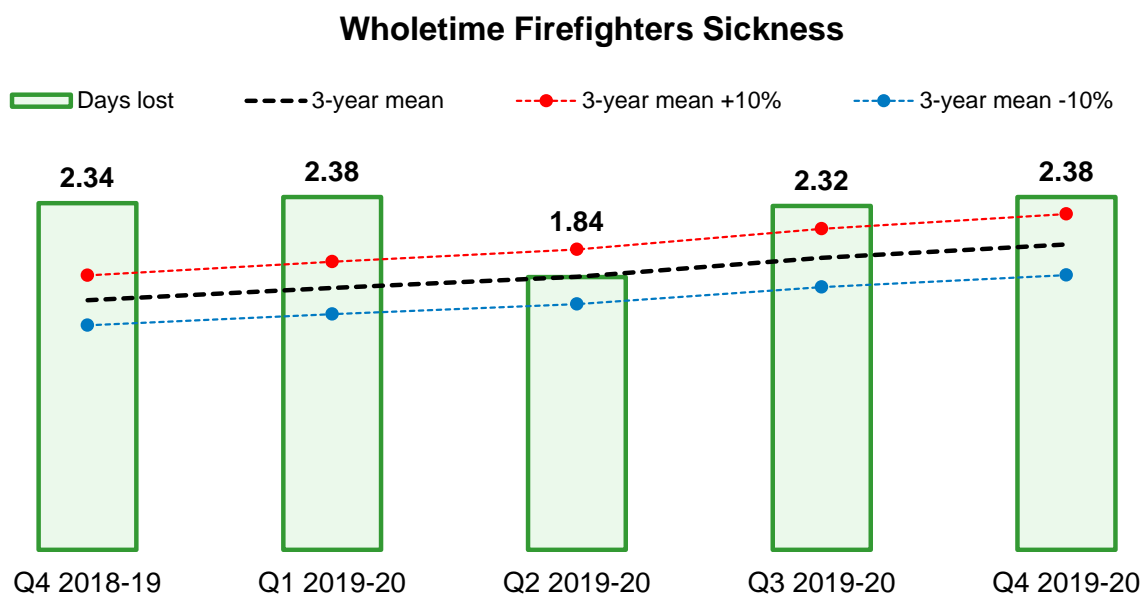


Figure 24 – Wholetime Staff Sickness: from Q4 2018-19 to Q4 2019-20

Table 18 – Wholetime Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.71	1.67	2.38
Quarter 2	0.49	1.35	1.84
Quarter 3	0.66	1.66	2.32
Quarter 4	0.71	1.67	2.38

- a) By number of days lost the most significant reason for absence in Q4 2019-20 were musculo-skeletal (lower limb) pain, musculo-skeletal (back) pain and gastro-intestinal issues.
- b) By occurrence the most frequently recorded reason for absence in Q4 2019-20 were gastro-intestinal issues, respiratory infections (cold / influenza) and musculo-skeletal pain (lower limb).

### 8.3. Non-uniformed staff sickness

Non-Uniformed Staff Sickness in Q4 2019-20 was 3.24 days lost per head (Figure 25, Table 19). During the same period in 2018-19, Non-Uniformed Staff Sickness was at 2.80 days lost per head.

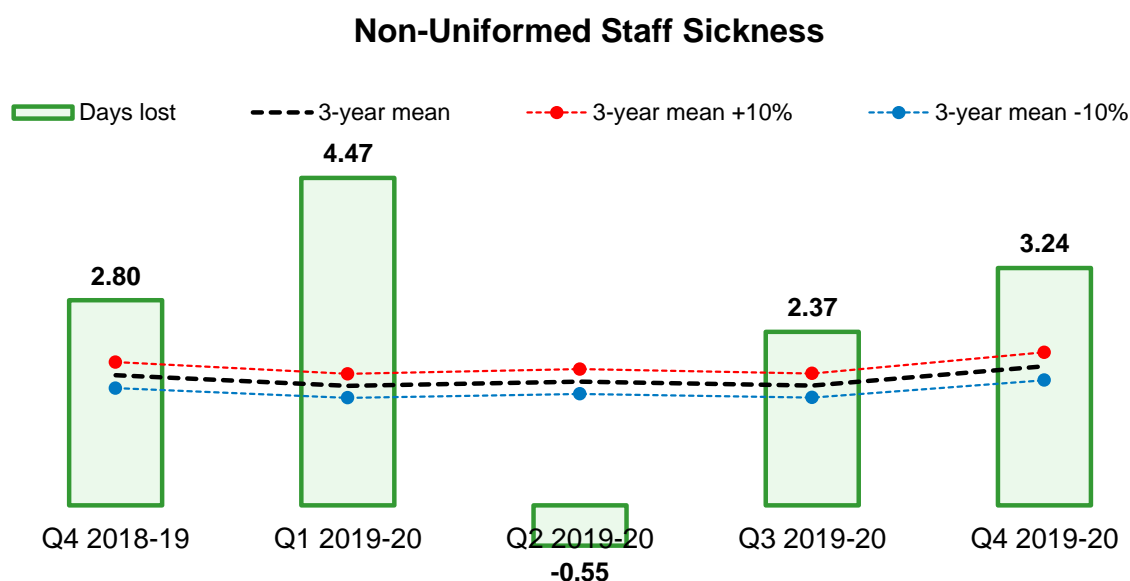


Figure 25 – Non-Uniformed Staff Sickness: from Q4 2018-19 to Q4 2019-20

Table 19 - Non-Uniformed Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-Uniformed Staff Sickness per head (days lost)
Quarter 1	2.01	2.46	4.47
Quarter 2	-0.22*	-0.33*	-0.55*
Quarter 3	0.94	1.43	2.37
Quarter 4	1.21	2.03	3.24

- a) Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff.
- b) By number of days lost the most frequently recorded reason for absence in Q4 2019-20 were musculo-skeletal pain (back), mental health (stress) and musculo-skeletal pain (lower limb).
- c) By occurrence lost the most significant reason for absence in Q4 2019-20 were gastro-intestinal issues, respiratory infections (cold / influenza) and other.

\* The number of employees is constantly changing and this influences the average number of days/shifts lost per person reported each quarter. The negative numbers reflect changes between these averages from one quarter to another and provide a correction to actual days/shifts lost per person. Any delay in update of the HR system causes a temporary overestimated value of sickness which is then verified and corrected by the end of reporting periods by HR. Please note that sickness values presented in the Performance Report refer to independent quarters and are calculated using sickness figures originally based on cumulative quarters as required by the government. Despite a different format of data presentation throughout the year, the sickness values presented in this document and in Cleveland Report are the same by the end of the fiscal year.

## 8.4. Comparative all staff sickness

To illustrate of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council, whose sickness figures are most readily available (Table 20).

Table 20 – Comparative All Staff Sickness

<b>Comparative All Staff Sickness</b>	<b>Short Term Sickness per head (days lost)</b>	<b>Long Term Sickness per head (days lost)</b>	<b>All Staff Sickness per head (days lost)</b>
Worcestershire County Council	1.80	6.30	8.10
Herefordshire Council	-*	-*	
HWFRS	1.97	3.74	5.71

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

The latest figures for Q1-Q4 2019-20 show that the Service's overall staff sickness levels were lower than the 8.10 at Worcestershire County Council. The figures for Herefordshire County Council are currently unavailable at the time of writing this report.