

Report of the Head of Corporate Services

9. 2015-16 Performance Report: Quarters 1 to 3

Purpose of report

1. This report is a summary of the Service's Quarter 1 to 3 (Q1-3) performance against the Fire Authority Annual Report 015-16 using the set of Performance Indicators agreed by the Senior Management Board.
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Recommendations

It is recommended that Members note the following headlines taken from Appendix 1 relating to performance in Quarters 1 to 3, 2015-16:

- i) A total of 4,961 incidents were attended in Q1-3, an overall increase of 5.6% (263 incidents) in comparison to the same three Quarters of 2014-15. Despite this, the overall incident trend over the last 4 years indicates that incident numbers have remained at a consistent level.*
- ii) The majority of the increase over Q1-3 is accounted for by rises in the numbers of Fires and Special Service incidents:*
 - a. Fires: an increase of 11.4% (152 incidents) is largely related to a peak in grassland, woodland and crop fires during the drier summer months of May to August 2015;*
 - b. Special Services: an increase of 9.9% (100 incidents) can be largely accounted for by an increase in the numbers of road traffic collisions (RTCs) and weather-related incidents in the wake of Storm Barney, which impacted on the two counties in mid-November 2015.*
- iii) Incident numbers in each of the three main categories – Fires, Special Services and False Alarms – have remained consistent over the last 3-4 years.*
- iv) Overall Staff Sickness levels have remained within tolerance levels for Quarters 1 to 3.*

- v) ***The Service attended 60% of Building Fires within 10 minutes in Q1-3 2015-16 compared with 58.3% in the same period in 2014-15. The average time for the first fire appliance attendance at all building fires remained below 10 minutes (09:57).***
- vi) ***Retained availability has improved slightly in Q1-3 rising to an overall 94.0% compared to 93.7% in the same period in 2014-15.***

Introduction

- 2. The Service gathers data on a number of Performance Indicators based on operational activity and other areas of the Service and reports on these on a Quarterly basis to the Policy and Resources Committee and the Senior Management Board. The report includes commentary of any changes compared to the previous year and discussion of any exceptions to expected performance.

Tolerance Levels

- 3. Each Performance Indicator is tested against tolerance levels anticipated for the year. These are the levels between which performance is expected to fluctuate and are generally 10% above and below the average levels for each specific indicator.
- 4. Four indicators were out of tolerance at the end of the 2015-16 Q1-3 period: Chimney Fires, Special Services, Non-uniform Staff Sickness and the percentage of Building Fires attended by the first appliance within 10 minutes of the time of call. These indicators are analysed in more detail in Appendix 1, together with an overview of all operational activity and an analysis of Retained appliance availability.

Quarters 1 to 3 Performance

- 5. Quarters 1 to 3 saw a 5.6% increase in the total number of incidents attended by the Service compared to the same period last year, but is still 4.7% lower than the average for the last five years. Primary Fires increased by 12.3% compared to the same period in 2014-15, however the 5-year average indicates that Primary Fire numbers are falling. Secondary Fires increased by 18% mainly due to a 58% increase in grassland, woodland and crop fires during the warmer, drier summer months of 2015 compared to 2014. Nevertheless, this is still 12% lower than the 5-year average. Chimney Fires decreased by 29.1% and remain at a lower level than the 5-year average.
- 6. The number of Special Service incidents (emergency incidents that are not fire related) increased by 9.9% compared to the same period in 2014-15, though overall it is 1.9% lower than the 5-year average. The increase was principally due to the rise in RTCs and weather-related incidents following the arrival of Storm Barney on 17th November 2015.

7. The number of days lost to sickness absence for all staff continues to remain within tolerance levels, with the exception of non-uniform staff sickness. The Service continues to compare favourably with Worcestershire County Council on all staff sickness levels, including short- and long-term sickness.
8. The Service saw a 1.7% improvement in the percentage of Building Fires attended within 10 minutes by the first fire appliance. This increase to 60% is still below the 75% target in the Service's attendance standard, but despite this the average attendance time at all building fires remained below ten minutes (9 minutes and 57 seconds).
9. The availability of the first retained fire appliance improved to 94.0% in Q1-3 of 2015-16, an increase of 0.3% over the same period in 2014-15.

Conclusion/Summary

10. Further detail and analysis regarding the above headlines for performance in Quarters 1 to 3 of 2015-16 is included in Appendix 1. The Senior Management Board will continue to receive reports based on the measures the Service is taking to stay within tolerance levels. Where improvements are required any necessary action will be reported to the Policy and Resources Committee.

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	None at present
Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do)	The areas included link with the Fire Authority Annual Report and the strategic objectives of the Service.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	None
Consultation (identify any public or other consultation that has been carried out on this)	None
Equalities (has an Equalities Impact Assessment been completed? If not, why not?)	No, the report concerns operational activity and other areas of general performance, but not from an equalities viewpoint.

Supporting Information

Appendix 1 – Fire Authority 2015-16 Performance Report: Quarters 1 to 3

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Fire Authority 2015-16 Performance Report: Quarters 1 to 3

This report reviews the Service's overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and retained 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 of any negative factors affecting any performance outside the tolerance levels.

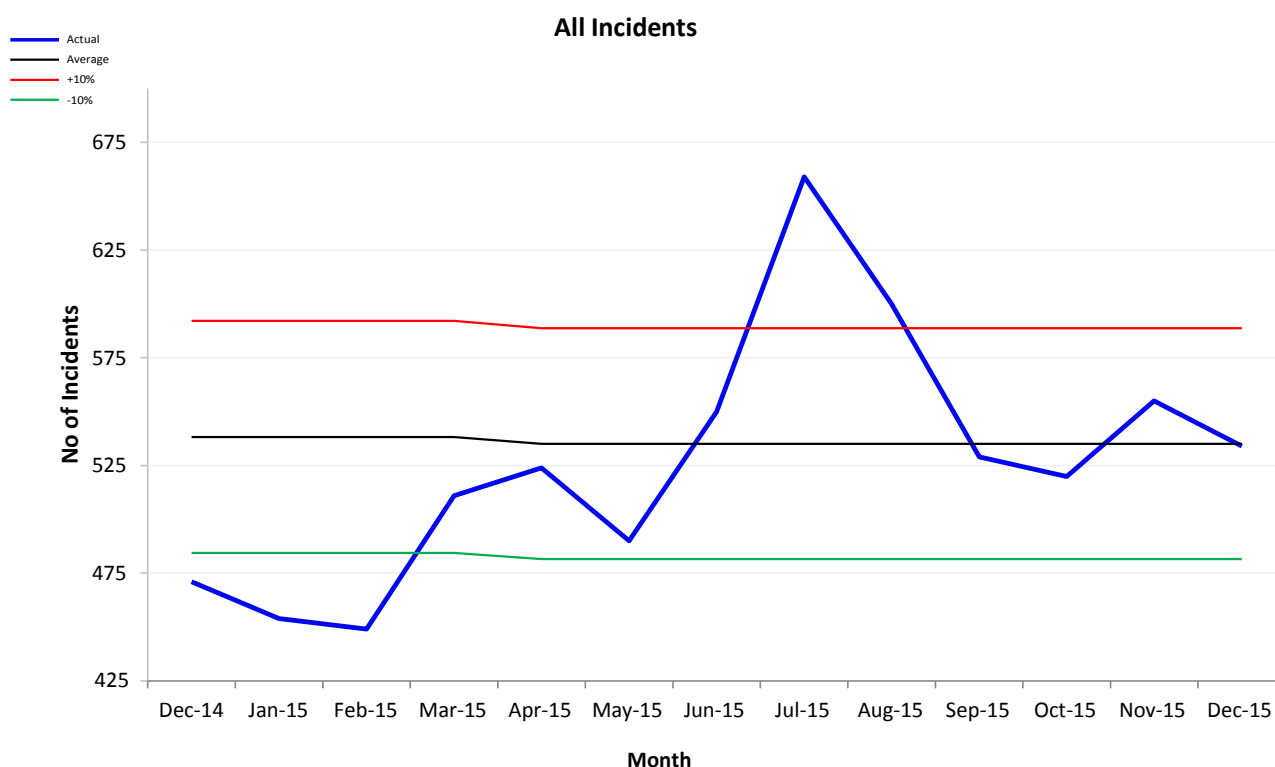
1. Operational Activity

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

Fire and rescue crews attended 1,609 incidents in Quarter 3 of 2015-16, which is 10.4% (or 152 incidents) more than in the same period of 2014-15. This brings the total for the first three Quarters of 2015-16 to 4,961 incidents attended, 5.6% (263 incidents) more than in the same period in 2014-15. The majority of the increase is accounted for by an 11.3% rise in Fire incidents and a 9.9% rise in Special Service incidents. False Alarms were also up by just 0.5% over the same period in 2014-15, but still represent 48% of all incidents attended.

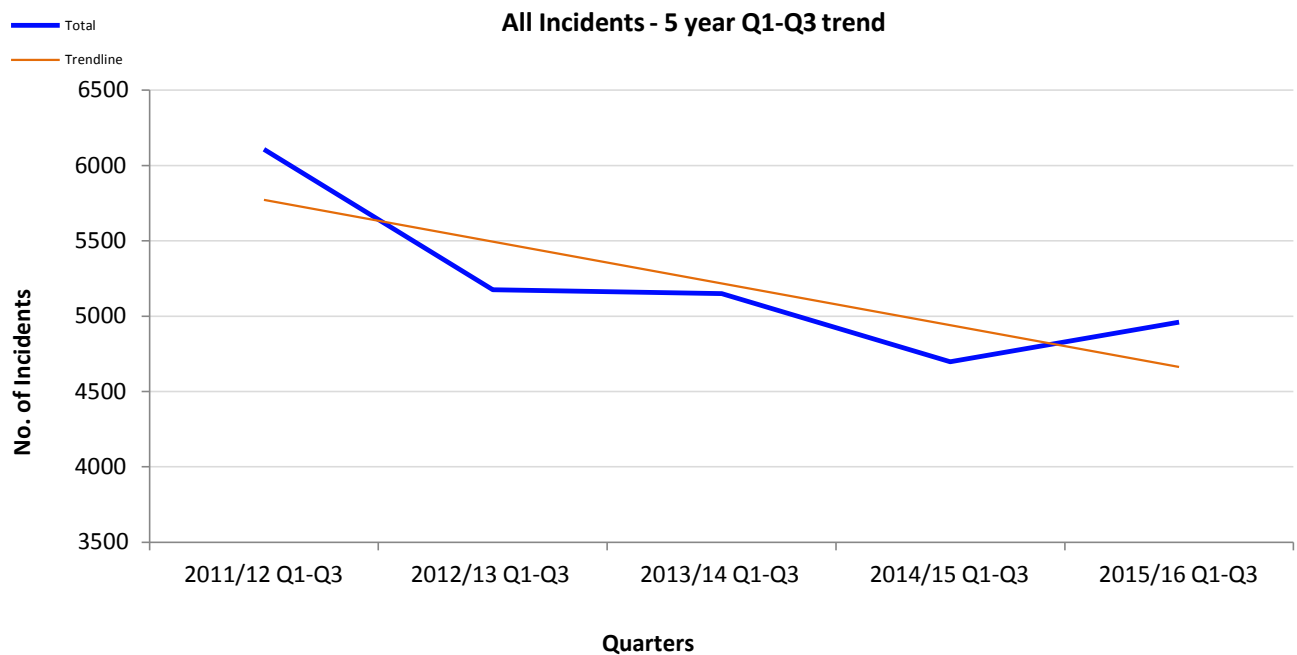


(Figure 1 – Total Incidents per month: December 2014 to December 2015)

Total Incidents	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
All Fires	1338	1490	11.4
Special Services	1011	1111	9.9
False Alarms	2349	2360	0.5
Total Incidents	4698	4961	5.6

(Table 1 – Total Incidents: Q1-3 2014-15 and Q1-3 2015-16)

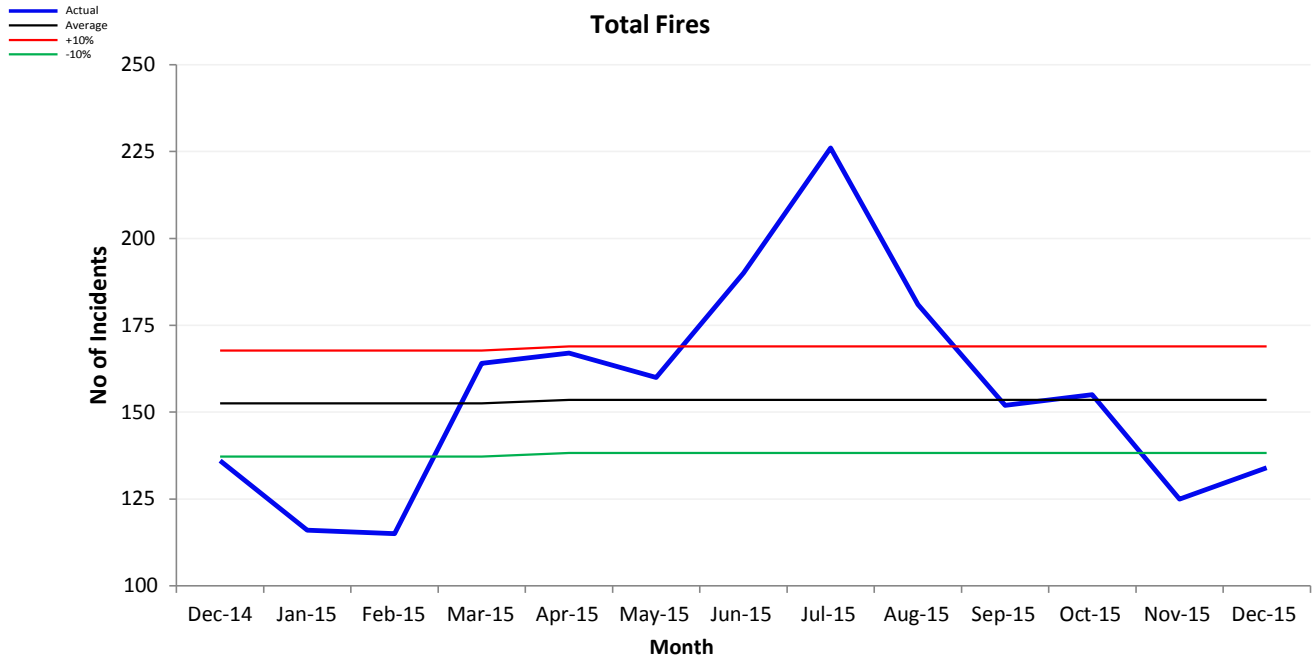
- Total Fire incidents, which include Primary, Secondary and Chimney Fires, were 11.4% higher (152 incidents) than over the same period of 2014-15. This is largely accounted for by an 18% rise in the number of Secondary Fires, though Primary Fires still represent the largest proportion (53.8%) of all fires attended.
- The number of Special Service incidents has increased by 9.9% (100 incidents) compared to the same period in 2014-15.
- The number of False Alarm incidents rose by 0.5% (11 incidents) compared to the same period in 2014-15.
- The general incident trend over the last 4 years indicates that incident numbers have remained at a consistent level.



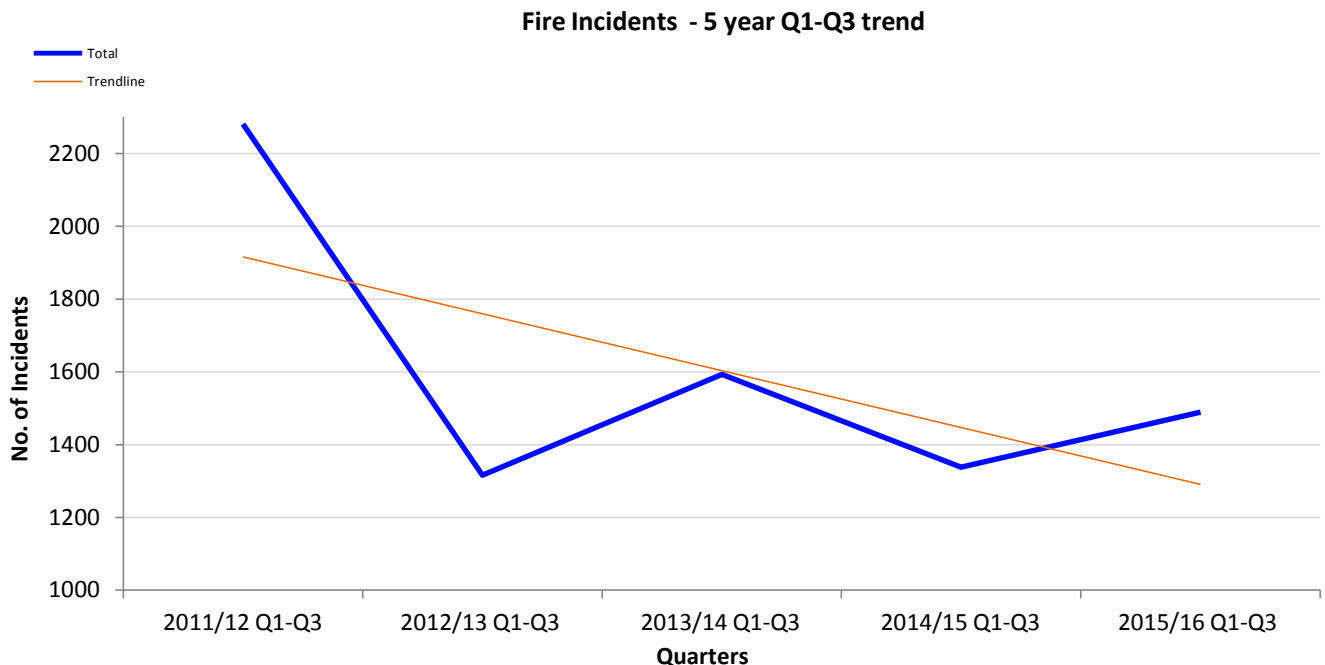
(Figure 2 – All Incidents: Q1-3 from 2011-12 to 2015-16)

1.2 Total Number of Fires

The numbers of Primary and Secondary Fires are both up in Quarters 1 to 3 on 2015-16 compared to the same period in 2014-15, representing an increase of 14.7% (182 incidents). Figure 2 shows that this is largely accounted for by the seasonal peak in fire incidents during the drier, summer months from May to August 2015, while Quarter 3 has seen the numbers fall back to within tolerance levels. Figure 4 shows that despite the recent increase in total fires the general incident trend over the last 4 years indicates that incident numbers have remained at a consistent level.



(Figure 3 – Total Fires per month: December 2014 to December 2015)



(Figure 4 – Fire Incidents: Q1-3 from 2011-12 to 2015-16)

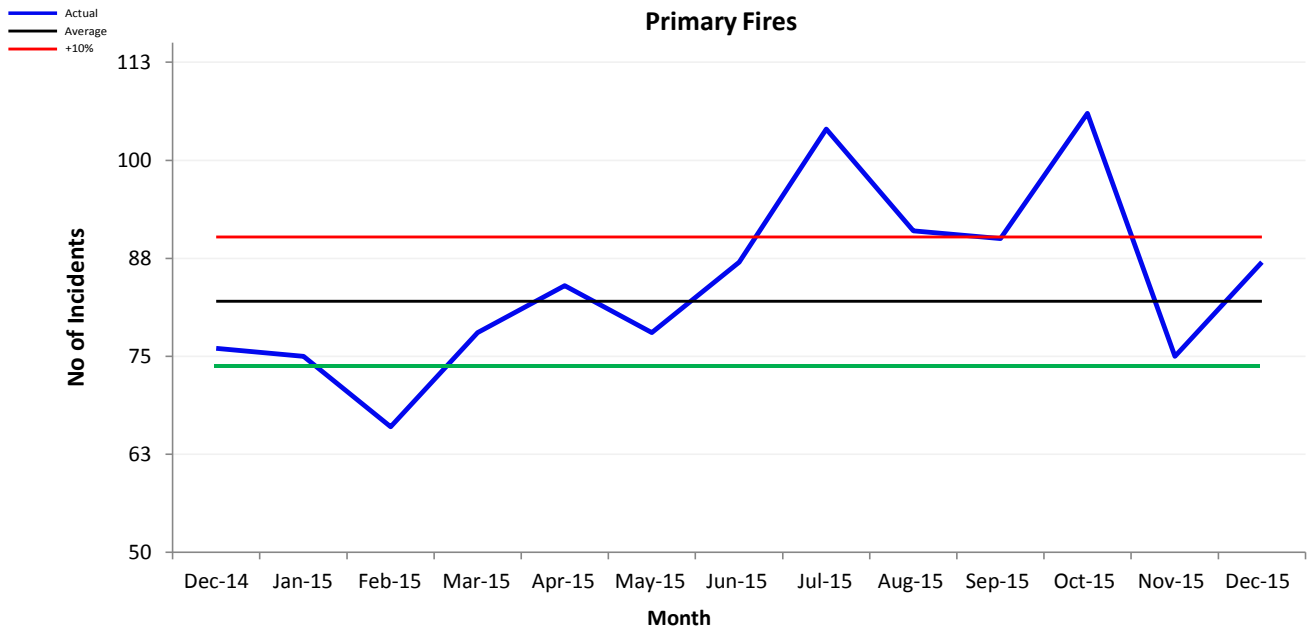
Total Fires	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
Primary Fires	714	802	12.3
Secondary Fires	521	615	18.0
Chimney Fires	103	73	-29.1
Total Fires	1338	1490	11.4

(Table 2 –Total Fires: Q1-3 2014-15 and Q1-3 2015-16)

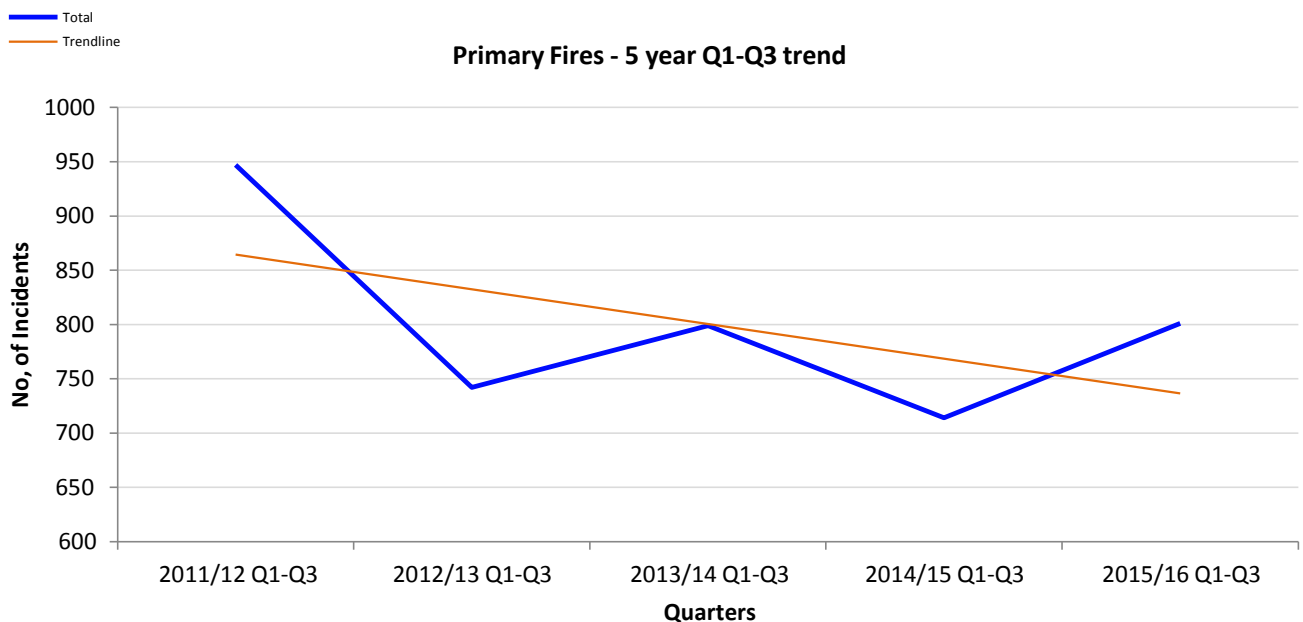
- There were 88 more Primary Fire incidents in Quarters 1 to 3 of 2015-16 that there were in the same period in 2014-15, representing an increase of 12.3%.
- The number of Secondary Fires increased by 94 incidents (18.0%) compared to the same period in 2014-15.
- The number of Chimney Fires fell by 29.1% (30 incidents) compared to the same period in 2014-15.
- During Quarter 3 the Community Risk department carried out 991 Home Fire Safety Checks (HFSCs) at potential vulnerable households, 215 Business Fire Safety Checks (BFSCs) and 240 Signposting referrals including to other safety and support agencies.

1.3 Primary Fires

Primary Fires can be broken down into three main categories: building fires, vehicle & transport fires and certain outdoor fires. Over Quarters 1 to 3 of 2015-16 there were 64 more Building Fires and 90 more Outdoor Fires than in the same period in 2014-15. There was a small decrease in the number of Vehicle & Transport Fires by 0.4% (1 incident) compared to the same period in 2014-15. Building Fires continue to represent the greatest proportion (61.1%) of all Primary Fires. Overall, the number of Primary Fires has remained consistent over the last 4 years (as shown in Figure 6 below).



(Figure 5 – Primary Fires per month: December 2014 to December 2015)



(Figure 6 – Primary Fires: Q1-3 from 2011-12 to 2015-16)

Primary Fires	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
Building Fires	426	490	15.0
Vehicle & Transport Fires	223	222	-0.4
Outdoor Fires	65	90	38.5
Total	714	802	12.3

(Table 3 – Primary Fires: Q1-3 2014-15 and Q1-3 2015-16)

- The number of Building Fires increased by 15% compared to the same period in 2014-15. Within the Building Fires category, the number of Non-Residential Fires increased by 44.4% and Dwelling Fires also increased by 5.3%.
- Vehicle & Transport Fires decreased by 0.9% compared to the same period in 2014-15. Car Fires continue to account for the largest proportion (58.1%) of fires in this category (129 incidents compared to 115 (51.7%) in the same period in 2014-15).
- Primary Outdoor Fires show an increase of 38.5% (25 incidents) compared to the same period in 2014-15. These fires are ones attended by five or more fire appliances or involve a casualty.

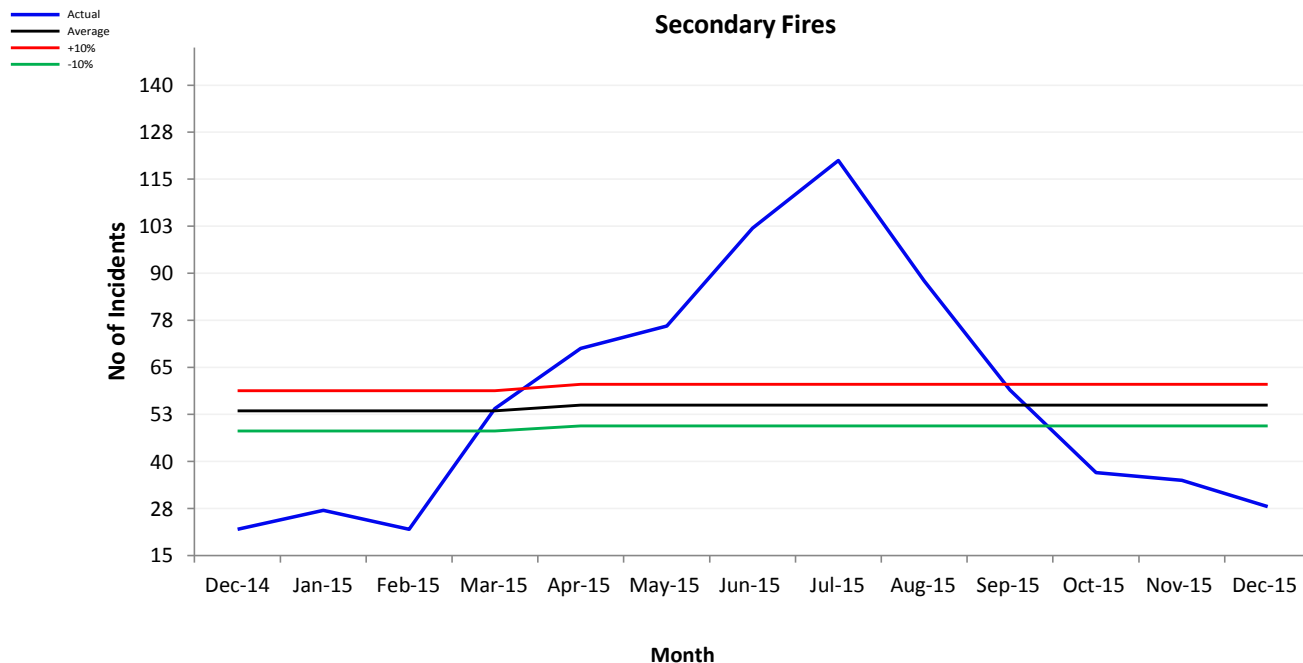
Primary Fires Casualty: severity	Q1 - Q3 2014-15	Q1 - Q3 2015-16	% change
Fatalities	1	1	0.0
Victim went to hospital, injuries appear to be Serious	3	6	100.0
Victim went to hospital, injuries appear to be Slight	15	34	126.7
First aid given at scene	30	20	-33.3
Total	49	61	24.5

(Table 4 – Primary Fires Casualties: Q1-3 2014-15 and Q1-3 2015-16)

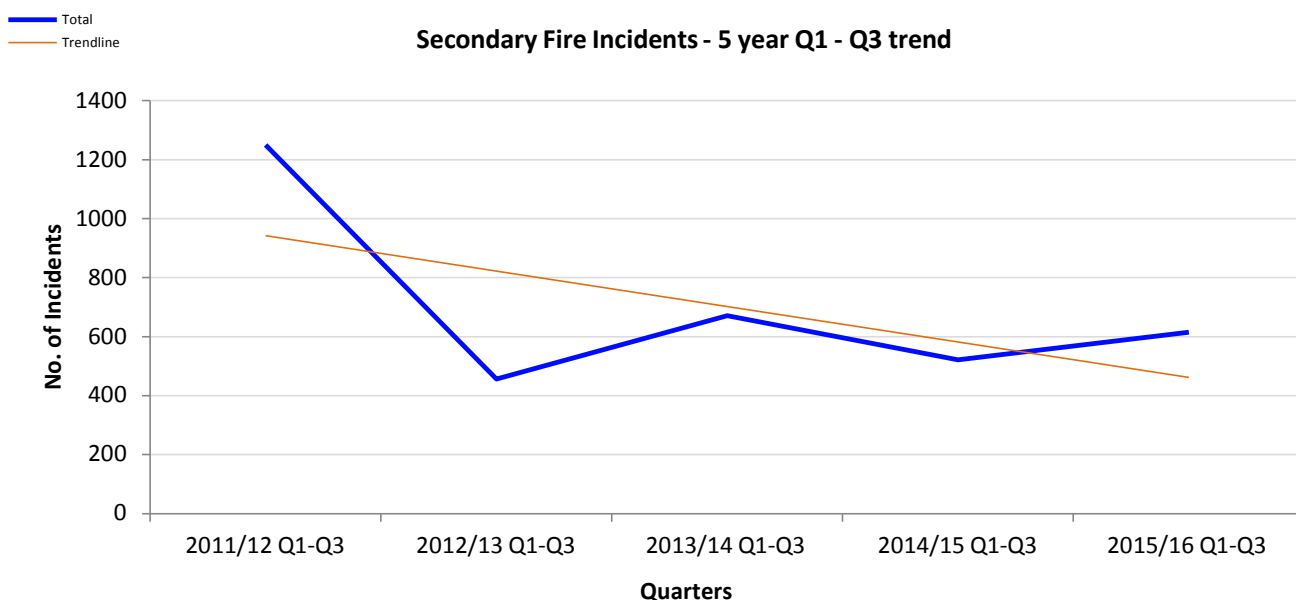
- Though there has been a 24.5% increase in injuries in Quarters 1 to 3 of 2015-16 when compared to 2014-15, the actual numbers of serious injuries and fatalities are still at a very low level.
- There was one fatality in Quarter 3 of 2015-16, which involved an accidental dwelling fire in Herefordshire in October 2015. Following this, Community Risk launched a specially targeted campaign in the outlying areas of Herefordshire aimed at reaching those people who are potentially most vulnerable to fire. Additional safety work with partner agencies included local promotion of the NHS's 'Stay Well This Winter' campaign.
- The largest proportion of injuries reported were under the category "injuries appear to be slight"; within this category 23 injuries (67.6%) were recorded as "overcome by gas, smoke or toxic fumes". This represents a 53% increase over the same period in 2014-15.
- Community Risk officers completed 2,942 Home Fire Safety Checks in Quarters 1 to 3 of 2015-16, an increase of 351 over the same period in 2014-15.

1.4 Secondary Fires

Secondary Fires include all other fires that are not Primary Fires or Chimney Fires, do not involve casualties and are attended by no more than four fire appliances. There was an 18.0% increase (94 incidents) in Secondary Fires in Quarters 1 to 3 of 2015-16 compared to the same period in 2014-15. This is mostly accounted for by an increase in outdoor fires (mainly grassland, woodland and crop fires) over the warmer and drier summer months of 2015 compared to the summer of 2014. Figure 7 shows that despite this increase, the overall trend in the last 4 years is consistent.



(Figure 7 – Secondary Fires per month: December 2014 - December 2015)



(Figure 7 – Secondary Fires: Q1-3 from 2011-12 to 2015-16)

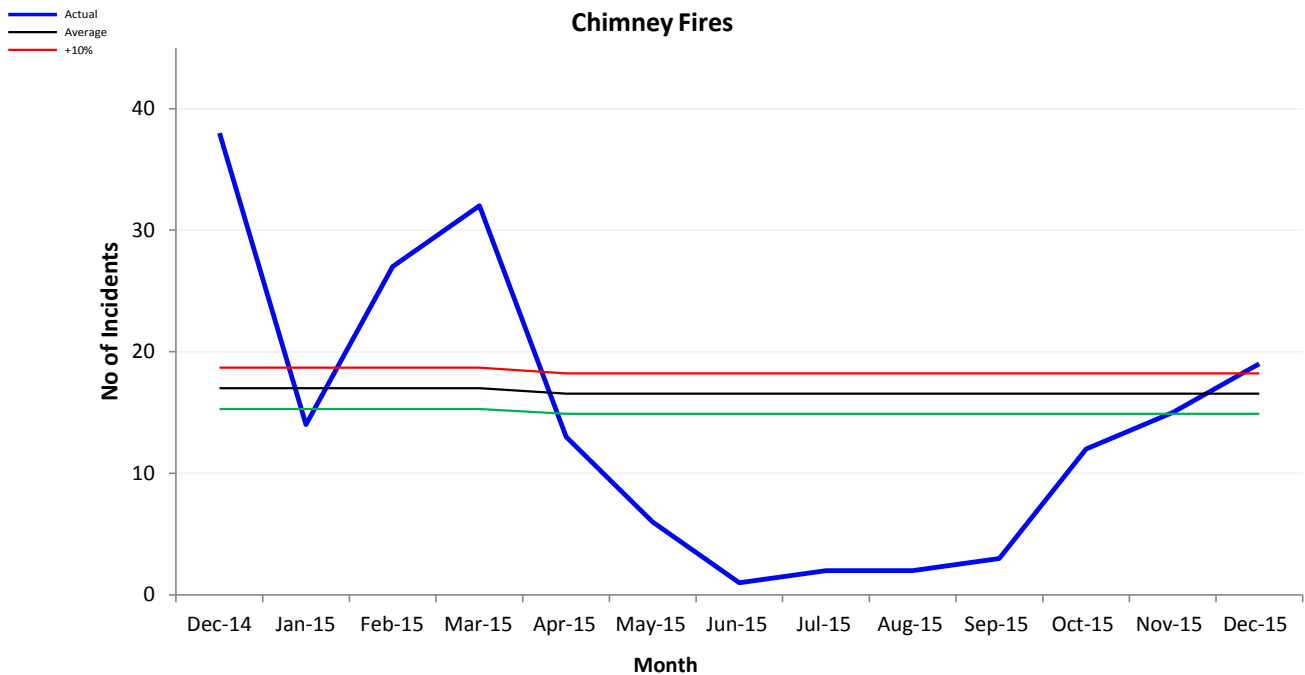
Secondary Fires	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
Grassland, Woodland and Crop	157	248	58.0
Other Outdoors (including land)	192	178	-7.3
Outdoor equipment & machinery	12	9	-25.0
Outdoor Structures	129	152	17.8
Building & Transport	31	28	-9.7
Total	521	615	18.0

(Table 5 – Secondary Fires: Q1-3 2014-15 and Q1-3 2015-16)

- Grassland, Woodland and Crop Fires represent the greatest proportion (40.3%) of all Secondary Fires though this has fallen during Quarter 3 as the weather turned wetter.
- Over the summer months there was a concentration of community safety advice and messages concerning wildfire, outdoor and barbecue safety along with water safety messages during the hot weather.

1.5. Chimney Fires

The number of Chimney Fires remains low and has fallen by 29.1% in Quarters 1 to 3 of 2015-16, with 73 incidents compared to 103 in the same period of 2014-15. While small, the total edged above the 10% tolerance level towards the end of Quarter 3 as the weather turned colder.



(Figure 8 - Chimney Fires per month: December 2014 to December 2015)

Chimney Fires	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
April	13	13	0.0
May	8	6	-25.0
June	4	1	-75.0
July	3	2	-33.3
August	6	2	-66.7
September	2	3	50.0
October	11	12	9.1
November	18	15	-16.7
December	38	19	-50.0
Total	103	73	-29.1

(Table 6 – Chimney Fires: Q1-3 2014-15 and Q1-3 2015-16)

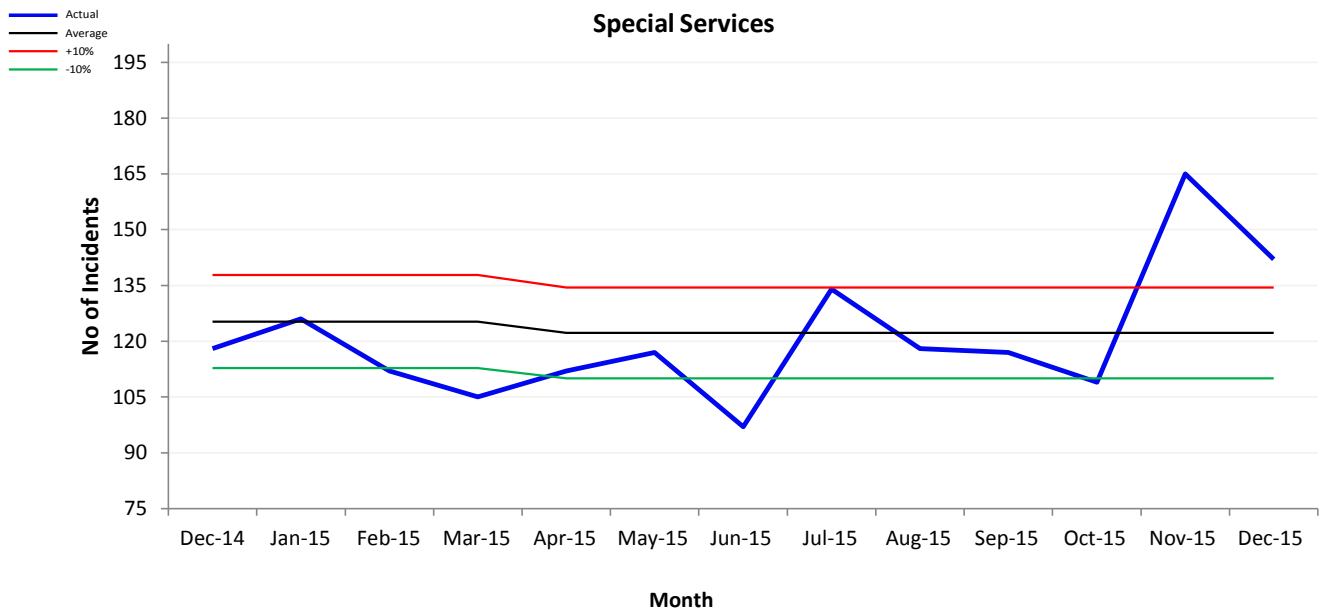
- The total number of Chimney Fires in Quarter 3 of 2015-16 was 31.3% lower than in the same Quarter of 2014-15. This can be partly explained by the milder weather during the period, but there was also a concerted promotion of chimney safety on the Service website throughout September 2015 to encourage people to have their chimneys swept in preparation for colder weather in the winter months.

2. Operational Activity - Other Non-Fire Incidents

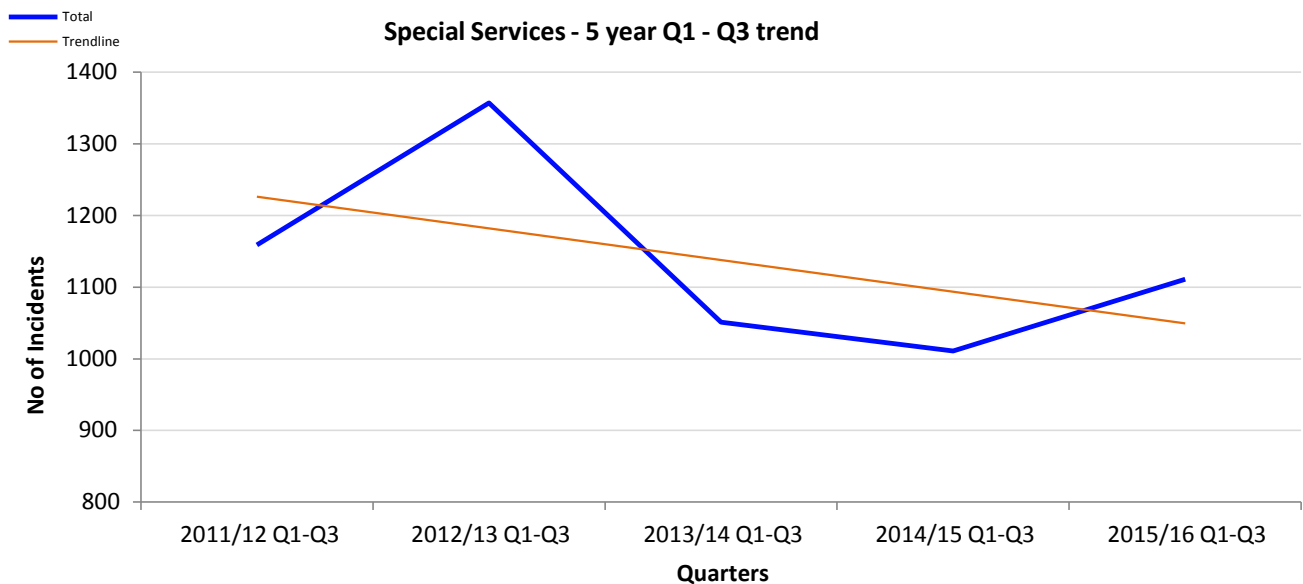
Emergency incidents attended that are not fire related are generally termed Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock ins/outs, hazardous materials and chemical incidents and other rescues and flooding incidents.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 9.9% (100 incidents) in Quarters 1 to 3 of 2015-16 compared to the same period in 2014-15. RTC incidents continue to form the largest proportion of Special Service incidents, representing 44.1% of all Special Service incidents.



(Figure 9 – Special Service Incidents per month: December 2014 to December 2015)



(Figure 10 – Special Service incidents: Q1-3 from 2011-12 to 2015-16)

Special Services	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
RTC Incidents	420	490	16.7
Flooding	69	42	-39.1
Rescue/Evacuation from Water	37	27	-27.0
Animal Assistance	62	77	24.2
Other Special Services	423	475	12.3
Total	1011	1111	9.9

(Table 7 – Special Services: Q1-3 2014-15 and Q1-3 2015-16)

- The number of RTC incidents shows an increase of 16.7% (70 incidents) in Quarters 1 to 3 of 2015-16 compared to the same period in 2014-15. Quarter 3 saw a spike in RTC incidents and incidents involving fallen trees and other property damage in the wake of Storm Barney which swept through the two counties in mid-November 2015. The poor weather conditions saw a 46% increase in RTCs (80 incidents) during November compared to the historic average for that month.
- There was a fall in the number of Flooding and Rescue/Extrication from Water incidents in Quarters 1 to 3 of 2015-16, a 34.9% decrease over the same Quarter in 2014-15.
- Despite the overall rise in Special Service incidents, particularly following Storm Barney in November 2015, the number of incidents have remained at a consistent level over the last 3 years (as shown in Figure 10 above).

2.2. RTC incidents

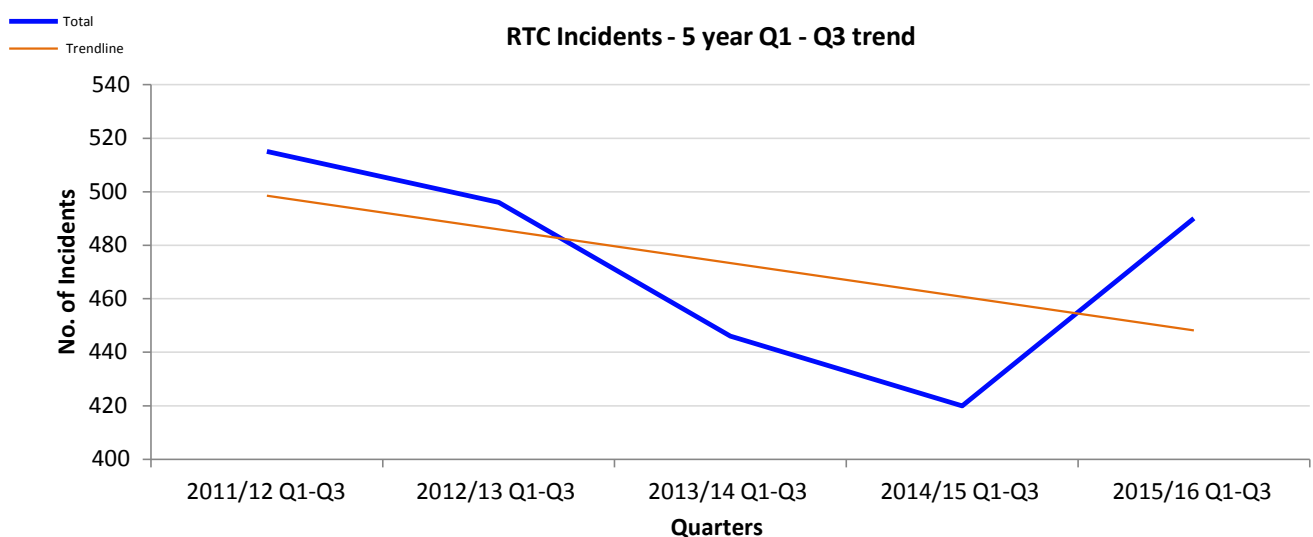
- RTC incident numbers reflect the number of incidents attended by HWFRS as opposed to the number of RTC's occurring across Herefordshire and Worcestershire.
- The number of RTC incidents attended by HWFRS in Q1-3 increased to 16.7% (70 incidents) compared to the same period in 2014-15. The majority of these incidents involved making vehicles safe (57.1% of all RTC incidents attended). Fire and rescue crews attended 6 fatalities involved in RTCs over the last three Quarters compared to 11 in the same period in 2014-15. However, the number of people seriously injured in RTCs increased from 50 to 60 (as shown in Table 9 below).
- Despite the recent increase in RTC incidents the general incident trend over the last 5 years indicates that incident numbers have remained at a consistent level (as shown in figure 11).

RTC Incidents	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
Extrication of person/s	83	67	-19.3
Make scene safe	42	51	21.4
Make vehicle safe	234	280	19.7
Release of person/s	29	43	48.3
Wash down road	1	1	0.0
Other	31	48	54.8
Total	420	490	16.7

(Table 8 – RTC Incidents: Q1-3 2014-15 and Q1-3 2015-16)

RTC Casualty severity	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
Fatalities	11	6	-45.5
Victim went to hospital, injuries appear to be Serious	50	60	20.0
Victim went to hospital, injuries appear to be Slight	139	154	10.8
First aid given at scene	32	44	37.5
Total	232	264	13.8

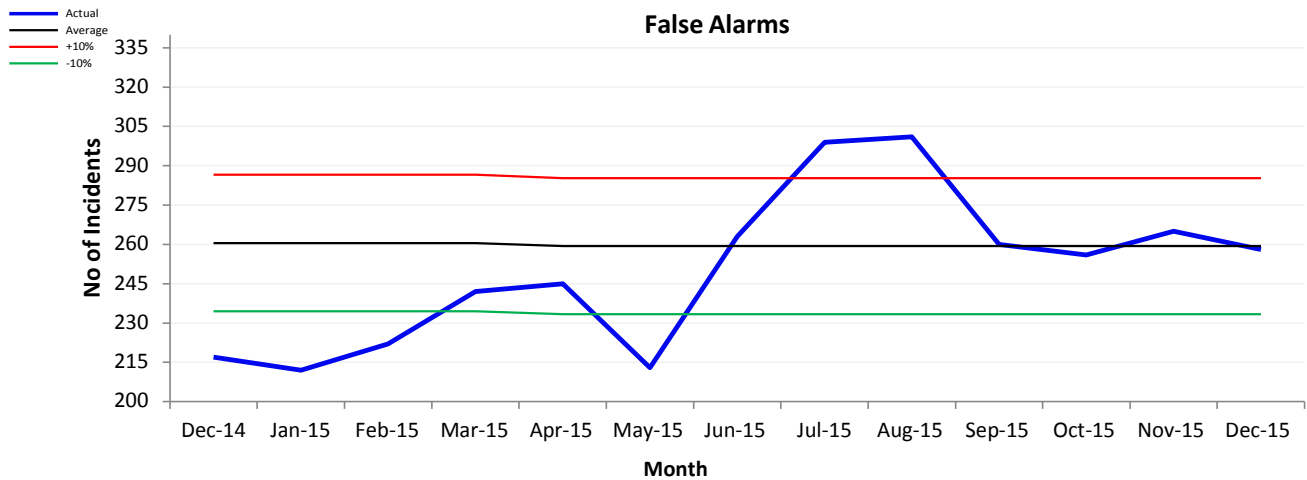
(Table 9 – RTC Casualty severity: Q1-3 2014-15 and Q1-3 2015-16)



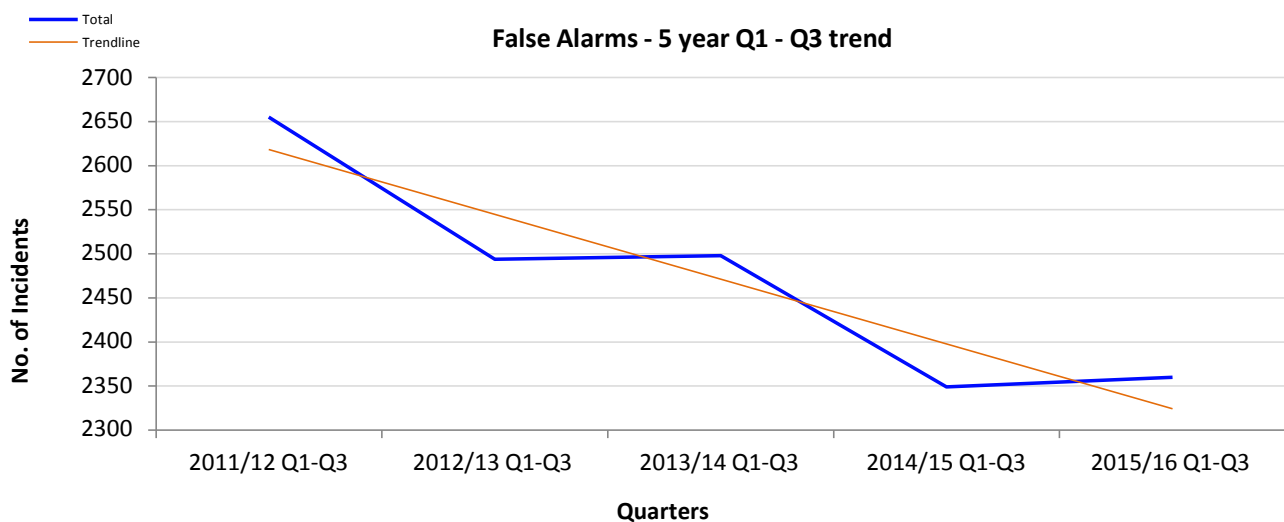
(Figure 11 – RTC Incidents per month: Q1-3 from 2011-12 to 2015-16)

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarters 1 to 3 of 2015-16 shows a small rise of 0.5% (11 incidents) compared to the same period in 2014-15. While the number of hoax and good intent false alarm calls continues to fall, there was a 2.0% rise in the number of Automatic False Alarms over the same period in 2014-15. The overall trend has been largely consistent over the last 4 years (as shown in figure 13).



(Figure 12 – False Alarm Incidents per month: December 2014 to December 2015)



(Figure 13 – False Alarm Incidents: Q1-3 from 2011-12 to 2015-16)

False Alarms	Q1 to Q3 2014-15	Q1 to Q3 2015-16	% change
Malicious False Alarms	40	36	-10.0
False Alarm Good Intent	574	554	-3.5
Automatic False Alarms	1735	1770	2.0
Total	2349	2360	0.5

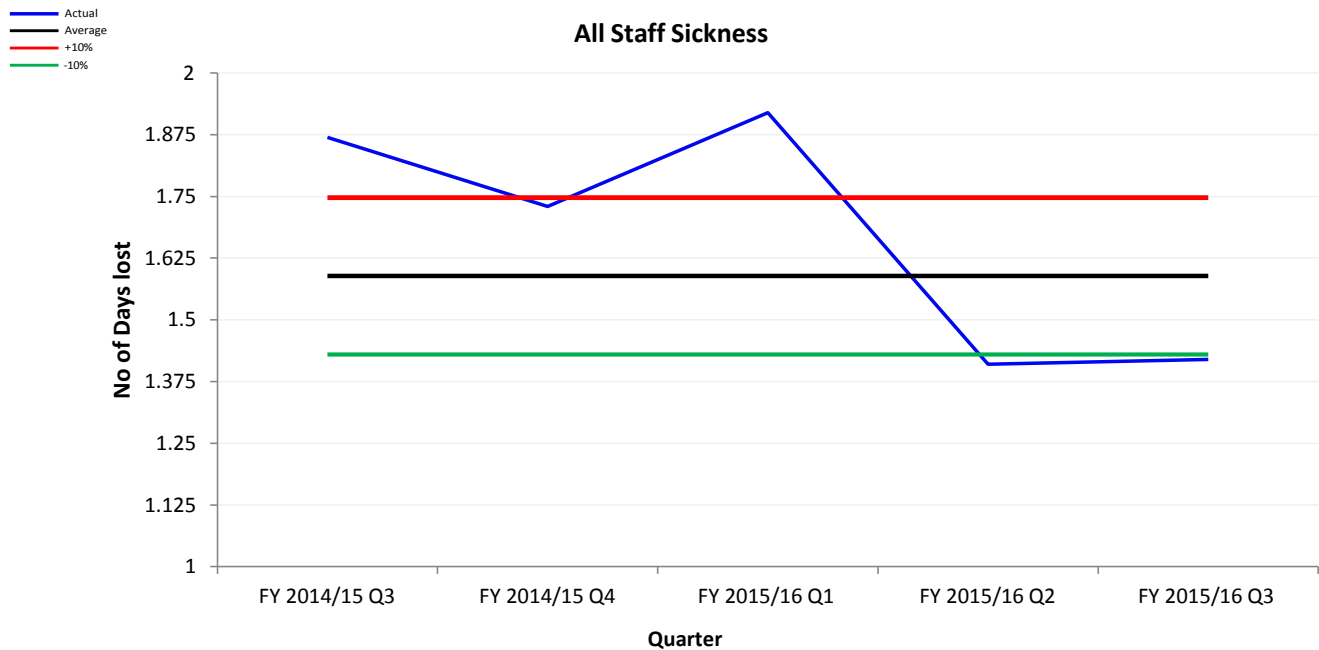
(Table 10 – False Alarms: Q1-3 2014-15 and Q1-3 2015-16)

- In addition to the above figures there was an additional 307 False Alarms that did not require the attendance of the Fire Service. Examples of this include call challenged of hoax calls and fire appliances returned en route following receipt of further information by Fire Control.

3. Absence Management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system. The overall sickness level for all staff in Quarter 3 of 2015-16 has fallen to 1.42 days lost per head and remains below the 5-year average of 1.69 days lost per head for the three Quarters. The cumulative total for the three Quarters of 2015-16 is 4.76 days lost per head. Within this, the non-uniform staff sickness level has fallen in Quarter 3, but still remains above the 10% tolerance level. The wholetime staff sickness level has risen slightly, but remains within tolerance. The overall staff sickness level continues to compare favourably with sickness levels at Worcestershire County Council.

3.1. All Staff Sickness

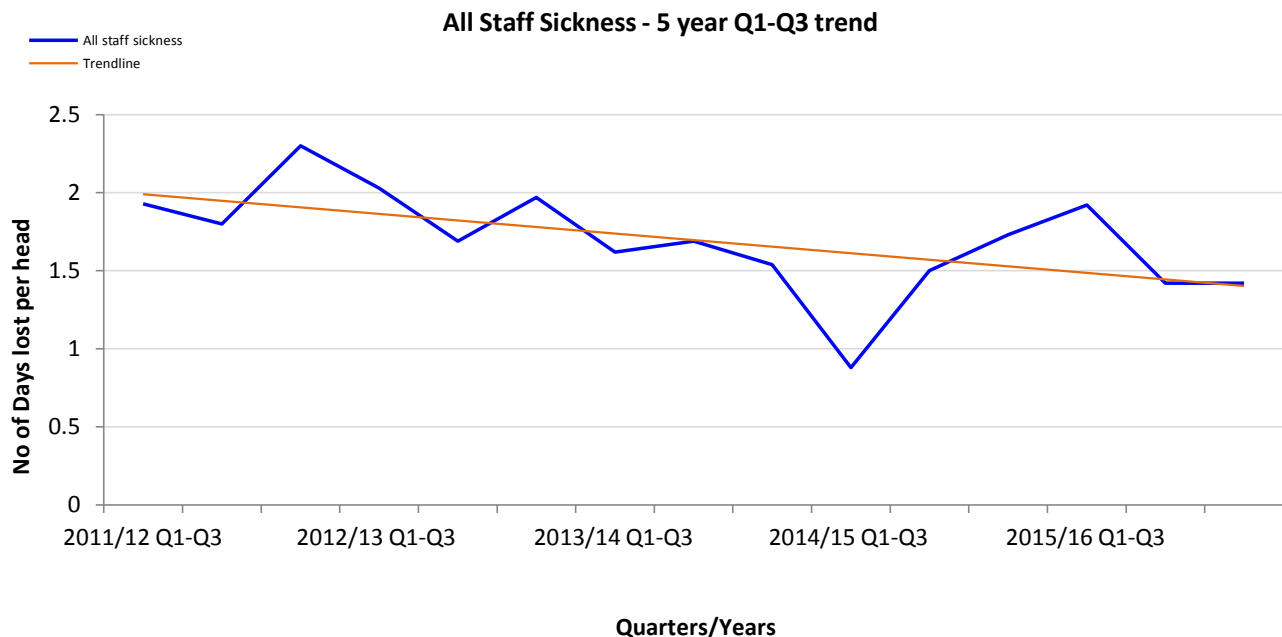


(Figure 14 – All Staff Sickness: Q3 2014-15 to Q3 2015-16)

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	0.73	1.19	1.92
Quarter 2	0.54	0.88	1.42
Quarter 3	0.57	0.85	1.42
Total Q1 - Q3	1.84	2.92	4.76

(Table 11 – All Staff Sickness: Q1-3 2015-16)

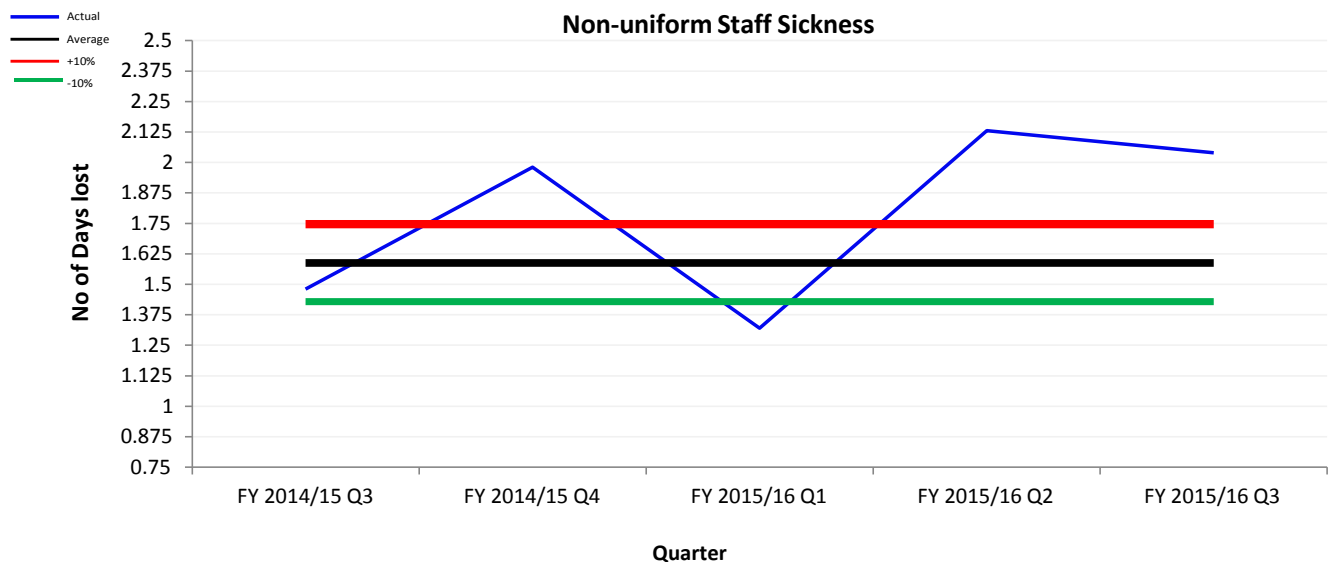
- Quarter 1 of 2015-16 saw the highest totals for short-term, long-term and overall staff sickness levels. This has fallen back to a total of 1.42 days lost per head in Quarter 3, which remains below the average 1.69 for Q1-3 quarters over the last five year. Long-term sickness continues to form the largest proportion representing 61.3% of all sickness. Figure 15 below shows that the overall Q1-3 trend remains downwards.



(Figure 15 – All staff sickness: Q1-3 from 2011-12 to 2015-16)

3.2. Non-uniform Staff Sickness

The overall level of Non-uniform Staff Sickness for Quarter 3 of 2015-16 remains above the tolerance threshold, though it is down on the previous Quarter.



(Figure 16 – Non-uniform Staff Sickness: Q1-3 2014-15 and Q1-3 2015-16)

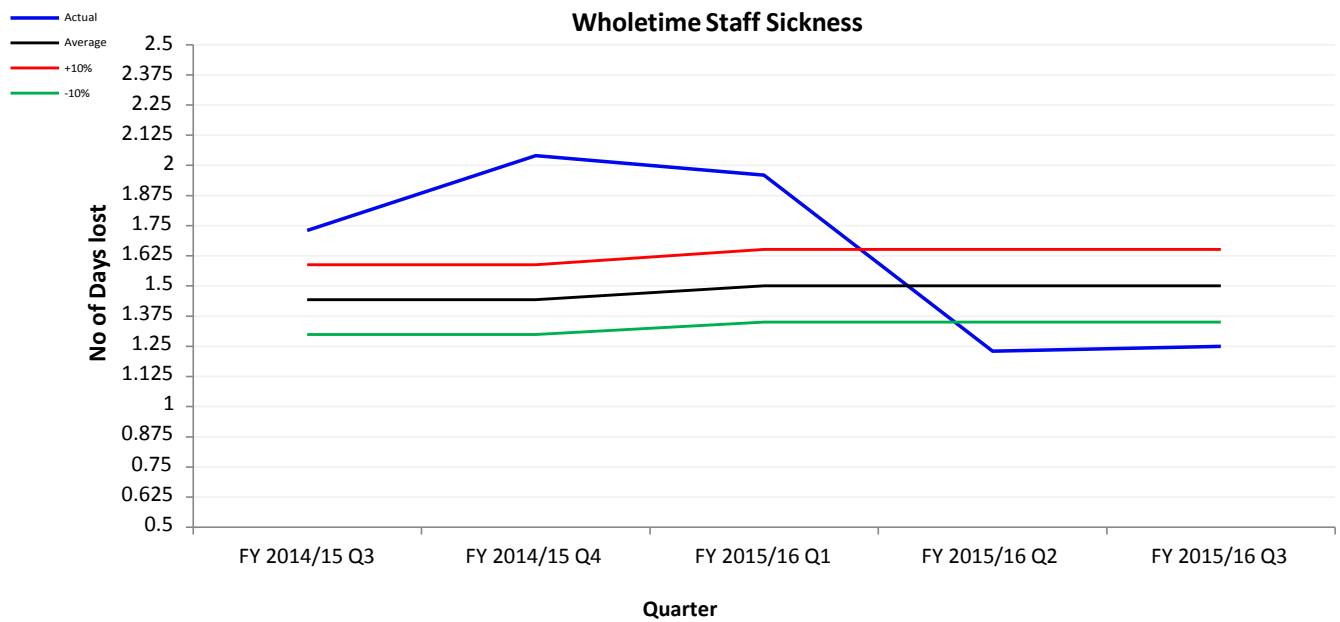
- While the overall level of Non-uniform Staff Sickness has reduced in Quarter 3 of 2015-16, the level of long-term sickness has risen, which pushes the sickness level above the 10% threshold.
- The increase in long-term sickness is mainly accounted for by the continued absence of two individuals. However, this is not expected to be a continuing trend. Neither absence is work related and there were no common trends.

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	0.53	0.79	1.32
Quarter 2	0.85	1.28	2.13
Quarter 3	0.68	1.36	2.04
Total Q1 - Q3	2.06	3.43	5.49

(Table 12- Non-uniform Staff Sickness: Q1-3 2015-16)

3.3 Wholetime Staff Sickness

The Wholetime Staff Sickness level increased slightly in Quarter 3 of 2015-16, but is 36.2% lower than the level in Quarter 1 and remains below tolerance levels.



(Figure 17 – Wholetime Staff Sickness: Q1-3 2014-15 to Q1-3 2015-6)

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	0.78	1.18	1.96
Quarter 2	0.49	0.74	1.23
Quarter 3	0.50	0.75	1.25
Total Q1 - Q3	1.77	2.67	4.44

(Table 13 – Wholetime Staff Sickness: Q1-3 2015-16)

3.4 Comparative All Staff Sickness

To give an idea of how the Service's staff sickness levels compare against other public sector organisations, a comparison is made against 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	2.44	3.92	6.33
Herefordshire County Council	Sickness data not available		
HWFRS	1.84	2.92	4.76

(Table 14 – Comparative All Staff Sickness: Q1-3 2015-16)

- The latest figures for Quarter 3 of 2015-16 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of short-term and long-term sickness for all staff.

4. Key Performance Indicators Out of Tolerance

By the end of Quarter 3 of 2015-16, all Performance Indicators were within the 10% tolerance levels, except for Chimney Fires, Special Service incidents, Non-uniform Staff Sickness and first attendance by a fire appliance at Building Fires within 10 minutes.

The 19 Chimney Fires in December 2015 took the total above the 10% tolerance level of 18, a slight increase given the usual seasonal rise which saw twice as many chimney fires in December 2014. In terms of the Special Service incidents, the rise can be accounted for by the impact of Storm Barney during November 2015, which saw a 46% increase in RTCs during the month. The Non-uniform Staff Sickness level relates mainly to the long-term absence of two individuals and is not expected to be a continuing trend.

4.1 Attendance Standards – 1st Appliance at Building Fires

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The aim is for the first fire appliance to arrive at all Building Fires within 10 minutes on at least 75% of occasions. The actual percentage of Building Fires attended by the first fire appliance within 10 minutes during Quarter 1 to 3 2015-16 has risen to 60%, an improvement of 1.7% compared to the same period in 2014-15.

1st Appliance attendance at Building Fires within 10 minutes	Q1 to Q3 2014-15	Q1 to Q3 2015-16
Building Fires attended within 10 minutes	261	302
Total number of Building Fires attended	448	503
% attended within 10 minutes	58.3%	60.0%

(Table 15 – 1st Appliance attendance at Building Fires within 10 minutes: Q1-3 2014-15 and Q1-3 2015-16)

1st Appliance attendance at Building Fires - average times	Q1 to Q3 2014-15 (mm:ss)	Q1 to Q3 2015-16 (mm:ss)
Time of Call till Time Appliance Mobilised	02:01	01:53
Mobilised Time till Appliance Mobile	02:12	02:19
Mobile Time till to Appliance Arrive	05:43	05:45
Time of Call to Arrival at Scene	09:56	09:57

(Table 16 – 1st Appliance attendance at Building Fires average times: Q1-3 2014-15 and Q1-3 2015-16)

- While the attendance time for 201 building fires in the period fell outside the standard, the average attendance time for first fire appliances at all building fires remains below 10 minutes.
- The main reason cited for the first appliances not attending building fires within 10 minutes are travel distances (52% of incidents) and delayed turn in times (15%).

Reasons for not meeting 1st Appliance attendance at Building Fires within 10 minutes

Travel distance to the incident	104	Civil disturbance	2
Turn in time (Retained and Day Crew only)	30	Training event delayed turn	2
Appliance not booked in attendance	14	Failed alerters	2
Road obstruction/road closure	11	Insufficient crew	2
Incident outside station turnout area	7	Mobilised from other area	2
Responding at normal road speed eg. AFAs	6	Not on home station	2
Insufficient information passed to Control	4	Difficulty in locating incident	1
Traffic conditions causing delayed turn in	3	Known False Alarm	1
Mobilising error	3	1st pump redirected	1
Weather conditions	3	Total	200

(Table 17 – Reasons for not meeting 1st Appliance attendance at Building Fires within 10 minutes: Q1-3 2015-16)

- This benchmark or measurement standard does not alter how quickly we attend incidents. Many other factors can influence this target, such as call challenging, information gathering by Fire Control, changing societal issues, such as fewer incidents in built up areas and more incidents proportionally outside of towns and cities, weather and 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 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 “Incident Created” time, which is after the time of call and is the time when the operator has identified the address in the database and needs to pinpoint the nearest appliance.

5. Retained Availability

The overall availability of On-Call Firefighters has slightly improved by 0.3% when compared to the same period in 2014-15.

Call sign	Station	Q1 to Q3 Availability 2014-15	Q1 to Q3 Availability 2015-16	% Change
213	Worcester	99.1%	99.7%	0.6%
221	Stourport	96.3%	97.4%	1.1%
231	Bewdley	84.1%	76.4%	-7.7%
241	Kidderminster	95.3%	86.1%	-9.2%
251	Bromsgrove	92.9%	92.2%	-0.7%
261	Droitwich	87.1%	85.2%	-1.9%
271	Redditch	98.7%	99.0%	0.3%
281	Evesham	91.1%	97.5%	6.4%
291	Pebworth	90.0%	91.0%	1.0%
302	Broadway	81.9%	90.1%	8.2%
311	Pershore	95.9%	98.5%	2.6%
322	Upton-upon-Severn	94.0%	81.2%	-12.8%
411	Malvern	98.6%	98.9%	0.3%
422	Ledbury	99.0%	97.4%	-1.6%
431	Fownhope	95.5%	91.8%	-3.7%
442	Ross-on-Wye	100.0%	100.0%	0.0%
452	Whitchurch	88.2%	90.3%	2.1%
463	Hereford	95.0%	99.0%	4.0%
472	Ewyas Harold	92.6%	99.9%	7.3%
481	Eardisley	96.7%	93.8%	-2.9%
492	Kington	97.2%	97.3%	0.1%
502	Leintwardine	96.2%	98.6%	2.4%
511	Kingsland	99.7%	99.8%	0.1%
522	Leominster	100.0%	99.9%	-0.1%
532	Tenbury	99.1%	99.4%	0.3%
542	Bromyard	100.0%	100.0%	0.0%
552	Peterchurch	77.1%	78.7%	1.6%
Total		93.7%	94.0%	0.3%

(Table 18 – 1st Appliance Retained Availability: Q1-3 2014-15 and Q1-3 2015-16)

- Ross-on-Wye and Bromyard on-call crews maintained a 100% availability during the three Quarters of 2015-16.
- Average availability for 22 out of 27 stations was above 90% during Q1-3.
- Loss of daytime cover personnel explains the reduction in cover provided by stations such as Bewdley, Kidderminster and Upton