

9. Chief Fire Officer's Service Report

Purpose of Report

1. To inform the Authority of recent key developments and activities together with performance information for the period 1 April to 30 June 2012.

Recommendation

The Chief Fire Officer recommends that the report be noted.

Performance

Operational Activity –Total and Fire Incidents

Total Incidents Attended

2. The total number of incidents attended shows a decrease on the same quarter last year. This is mainly due to a large reduction in the total number of fires attended. As a result, there has been the lowest Quarter 1 total number of incidents attended in the last five years.

Total Incidents	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
All Fires	840	479	-43.0%
Special Services	403	434	7.7%
False Alarms	800	761	-4.9%
Total Incidents	2043	1674	-40.2%

(Table 1 –Total Incidents Q1 2011-12 and Q1 2012-13)

Total Number of Fires

3. The reduction in the number of total fires attended is mainly as a result of a significant reduction in Secondary Fires attended in Quarter 1 compared with the same quarter last year.

Total Fires	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
Primary Fires	310	249	-19.7%
Secondary Fires	509	194	-61.9%
Chimney Fires	21	36	71.4%
Total Fires	840	479	-43.0%

(Table 2 –Total Fires Q1 2011-12 and Q1 2012-13)

4. The table above illustrates the year on year quarterly reduction highlighting the significant reduction in Secondary fires. In addition, the Quarter 1 2012-13 figures are also down for Primary and Secondary fires on the last three years' average. Primary fires have reduced by 17% from the last 3 years' Quarter 1 average and Secondary fires are down 54.9% from the last 3 years' Quarter 1 average. Chimney fires increased from the same quarter last year and are also up 16% on the last 3 years' Quarter 1 average.
5. The reduction in the number of total fires attended is mainly as a result of a significant reduction in Secondary Fires attended in Quarter 1 compared with the same quarter last year.

Primary Fires

6. There has been year on year reduction in the three main categories of primary fires. Although small in context, the number of outdoor fires has decreased from 41 in Quarter 1 2011-12 to 13 in Quarter 1 2012-13. This is mainly due to the predominantly wet weather conditions which have also affected the number of secondary fires attended.

Primary Fires	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
Building Fires	187	165	-11.8%
Vehicle& Transport Fires	82	71	-13.4%
Outdoor Fires	41	13	-68.3%
Total Fires	310	249	-19.7%

(Table 3 –Primary Fires Q1 2011-12 and Q1 2012-13)

Secondary Fires

7. Secondary fire numbers have decreased significantly compared with the same quarter last year due to the predominantly wet weather conditions in the first Quarter 2012-13.

Secondary Fires	Apr	May	Jun	Quarterly Total
Quarter 1 2011-12	227	168	114	509
Quarter 1 2012-13	74	82	38	194
Percentage Change	-67.4%	-51.2%	-66.7%	-61.9%

(Table 4 –Secondary Fires Q1 2011-12 and Q1 2012-13)

8. The majority of secondary fires that did occur in Quarter 1 2012-13 were located in grassland woodland and crops (69 out of 194 fires or 35% of all secondary fires in 2012-13). This is compared with 254 grassland woodland and crop fires in Quarter 1 2011-12 (49.9% of all secondary fires in Q1 2011-12).
9. There have been similar reductions in the number of secondary fires in other outdoor locations and outdoor equipment which together with grassland woodland and crop fires make up the majority of all secondary fires.

Chimney Fires

Chimney Fires	Apr	May	Jun	Quarterly Total
Quarter 1 2011-12	12	6	3	21
Quarter 1 2012-13	21	8	7	36
Percentage Change	75.0%	33.3%	133.3%	71.4%

(Table 5 –Chimney Fires Q1 2011-12 and Q1 2012-13)

10. Although Chimney fires have increased from the same quarter last year, with 71% more than in the same quarter last year, this may also be due to the cooler, wetter weather conditions in Quarter 1 2012-13
11. Chimney fires have increased from the same quarter last year, the number of incidents attended in Quarter 1 2011-12 matches the monthly average number of incidents attended.

Special Service Incidents

12. The Special Service incidents totals have been adversely affected by an increase in flooding and other water related incidents in June. Although the monthly total in June was out of tolerance, the overall Quarter total was within tolerance for the quarter.

All Special Services	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
RTC Incidents	169	149	-11.8%
Flooding	17	46	170.6%
Other Special Services	217	239	10.1%
Total Incidents	403	434	7.7%

(Table 7 –Special Services Q1 2011-12 and Q1 2012-13)

13. There were 46 Flooding incidents in Quarter 1 2012-13 compared with 17 in the same quarter last year, 25 out of the 46 flooding incidents occurred in the three day period 28 June to 30 June 2012.
14. Other Special Services included quarter on quarter increases in making safe (not RTC) and rescues and evacuation from water also linked to the spate conditions.

False Alarm Incidents

15. The total number of false alarm incidents has decreased when compared to Quarter 1 2011-12 and also against the last three years' Quarter 1 average.

Total False Alarms	Quarter 1 2011-12	Quarter 1 2012-13	Percentage change
Malicious False Alarms	20	12	-40.0%
False Alarm Good Intent	184	151	-17.9%
Automatic False Alarms	596	598	0.3%
Total False Alarms	800	761	-4.8%

(Table 8 – False Alarms Q1 2011-12 and Q1 2012-13)

16. There has been a marginal increase in the number of Automatic False Alarms in Quarter 1 2012-13 compared with same quarter last year and decreases in the other categories of false alarms compared with the same quarter last year.
17. As a result of the recently introduced Interim AFA policy, although the number of automatic false alarms attended increased slightly when compared with the same quarter last year, the total number of mobilisations (pumps and rescue pumps) to AFAs actually reduced from 811 in Quarter 1 2011-12 to 689 in Quarter 12-13. There have been a total of 122 less mobilisations as a result of the application of the interim policy.

Retained Availability

18. The introduction of the Gartan Retained Duty System availability software program has provided the Service with an overall improvement in accuracy in recording and monitoring availability of staff and easier access to reporting of availability.
19. There has been an overall drop in availability of 2.7% of all retained pumps across the Service in Quarter 1 2012-13 when compared with the same Quarter last year.

Retained Availability	Apr	May	Jun	Quarterly Total
Quarter 1 2011-12	93.9%	94.1%	91.7%	93.2%
Quarter 1 2012-13	91.8%	89.9%	89.9%	90.5%
Percentage Change	-2.1%	-4.2%	-1.8%	-2.7%

(Table 9 –Retained Availability Q1 2011-12 and Q1 2012-13)

Health and Safety

Incidents and Injuries

20. A total of 63¹ Health and Safety related incidents were reported this quarter.
 - 2 were/had potential to be 'serious incidents'²
 - 1 reported incident of verbal abuse

	Apr	May	Jun	This Quarter Total	Previous Quarter Total
Serious Incidents ²	0	2	0	2	5
Near Hit/Cause for Concern ³	7	6	1	14	9
Specialist Investigations ⁴	0	1	0	1	9

¹ Serious injuries, minor injuries, vehicle collisions, potential hazards, near hits.

² Incidents either actually resulting in, or having the potential to result in a fatality, serious personal injury or significant loss or damage.

³ Incidents that almost resulted in an injury or conditions identified that have the potential to cause injury, loss or a near hit but have not done so up to the time of reporting – e.g. items falling but not injuring anyone.

⁴ Of incidents either actually resulting in, or having the potential to result in serious injuries or losses.

Analysis

21. The serious or potentially serious incidents this quarter comprised of the following:

- Following a car fire, ejection of metal plate from the vehicle at velocity
- During a home fire safety check, electric shock from faulty wiring
 - specialist investigation completed

Fleet Incidents

Station	Total	Response
19 USAR	4	1
27 Redditch	2	1
30 Broadway	1	1
31 Pershore	1	0
32 Upton	1	1
41 Malvern	1	1
46 Hereford	1	1

Station	Total	Response
54 Bromyard	1	1
55 Peterchurch	1	1
Headquarters	2	0
Ops Logistics	1	0
West District	1	0
Total	14	7

22. Of the total of 14 driving-related incidents reported this period:

- 10 were as a result of our driver error
- 7 whilst responding to incidents
- 6 occurred during slow speed manoeuvres
- 1 occurred during reversing manoeuvres
- 9 incidents involved front-line appliances
- 2 incidents involved non-operational support vehicles

Items of Interest

Wet Weather Conditions June/July 2012

23. The Service was made aware that there was potential for a number of flooding incidents following Met Office warnings published in the week before 21 June 2012. Although not as severe as the flooding incidents experienced in June 2007, this still led to disruption throughout the two counties, in particular on 28 June and 6 July 2012.
24. Fire Control received 1103 calls in the period 21 June 2012 to 20 July 2012. Although this is not significantly more than in similar periods in previous years, there were times of peak activity where multiple calls were fielded by Control staff. Effective call filtering was applied, allowing the more serious incidents to be prioritised and in instances where an attendance by the Fire and Rescue Service (FRS) was not warranted, advice was given to the caller.

Donation of Rigid Inflatable Boat (RIB) to the Young Firefighters' Association (YFA).

25. The Service has donated one of its former rescue boats to the Young Firefighters Association (YFA). The YFA has used a vessel for training on various YFA excursions and their annual camp over many years but the boat had reached the end of its useable life and arrangements for disposal were being arranged by Watch Commander Ade Taylor MBE. Options for replacement were restricted by limited YFA funds, but fortunately the need for the YFA's boat to be replaced coincided with the disposal of a Service RIB (Rigid Inflatable Boat) which had been used for water rescue purposes until the new water rescue resources came on line at Hereford, Worcester and Evesham. As the value of the Service RIB was nominal, it was agreed to donate the boat to the YFA with the Service continuing to take care of the maintenance of the boat and providing insurance. The blue lights and logos have been removed and several YFA instructors are already water safety trained. All other YFA instructors will be encouraged to complete the necessary training for participation in water-based activities. The RIB has already been used during this year's week-long YFA summer camp in Symonds Yat.

National Extrication and Trauma Challenge 2012

26. Each year an annual extrication and trauma challenge is hosted by a UK Fire and Rescue Service. The challenge for 2012, held from 24-26 August was hosted by Lincolnshire Fire and Rescue Service at Lincoln University Campus in Lincoln. The United Kingdom Rescue Organisation (UKRO) in conjunction with the Chief Fire Officers' Association (CFOA) is responsible for promoting and organising this event which is proactively supported by all Fire and Rescue Services.
27. The main objective of the challenge is to extend and develop rescue techniques by providing an event where crews can demonstrate their professional skills and identify and share good practices. Crews are tested against extremely realistic scenarios which are both complex and time constrained. All United Kingdom Fire and Rescue Services are invited to participate in the event which comprises a number of challenge areas that test professional expertise in fields such as vehicle extrication, trauma, rope rescue, urban search and rescue (USAR), and, for the first time this year, water rescue.
28. Support for the UKRO challenge is viewed as an important opportunity to improve our operational response. Many of our current rescue techniques as well as equipment selections have been informed by crews participating in previous years.
29. This year Hereford & Worcester was represented by two road traffic collision extrication teams, two trauma teams and one water rescue team. Each team was selected to attend following Service run-offs earlier in the year. The teams participating were made up of staff from across the Service including Ross, Worcester, Ledbury, Evesham, Hereford, Headquarters and the Training Centre. All team members committed to a significant amount of training and preparation to represent the Service at the UKRO Challenge and demonstrated a high degree of technical expertise and application of techniques.
30. The Service's teams achieved some excellent performances and acquitted themselves well against other UK Fire and Rescue Services. Road Traffic Collision teams 1 and 2 finished in 26th and 38th position respectively. The Trauma teams did very well with team 1 finishing 7th and team 2 finishing 21st. Our highest

placed trauma team result now qualifies them to go forward to represent the Service at the World Rescue Challenge 2012 to be held in London in October this year. The Water Team also had an excellent result finishing in 3rd position in UKRO's first ever water rescue challenge. The Service's representation at this year's event reflected an immense amount of hard work and preparation and all teams should be justifiably proud of their achievements.

31. The Service is committed to supporting the UKRO Extrication and Trauma Challenge as it promotes professional best practice. Teams from across the Service area will be encouraged to participate in next year's Service run-offs

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