Fire Authority 2016-17 Performance Report: Quarter 1 – 4

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

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

1. Operational Activity

Operational activity covers all emergency incidents attended by Fire and Rescue Crews, including Fires, Special Services* and False Alarms. Each of these is broken down further in the following tables.
Special Services are incidents other than fires and false alarms, and include road traffic collisions, flooding, person rescues, lift rescues, spills and leaks and animal rescues.

1.1 Total incidents Attended

The total number of incidents attended in Q1 - Q4 2016-17 was 6,749, which is an increase of 4.5% (290 incidents) compared with Q1 - Q4 in 2015-16. The majority of the increase is accounted for by a rise of 8.3% (252 incidents) in False Alarm incidents (predominately automatic fire alarms) followed by an increase in Special Service calls of 4.8% (71 incidents). Fire incidents were down (33 incidents), a fall of 1.7%.
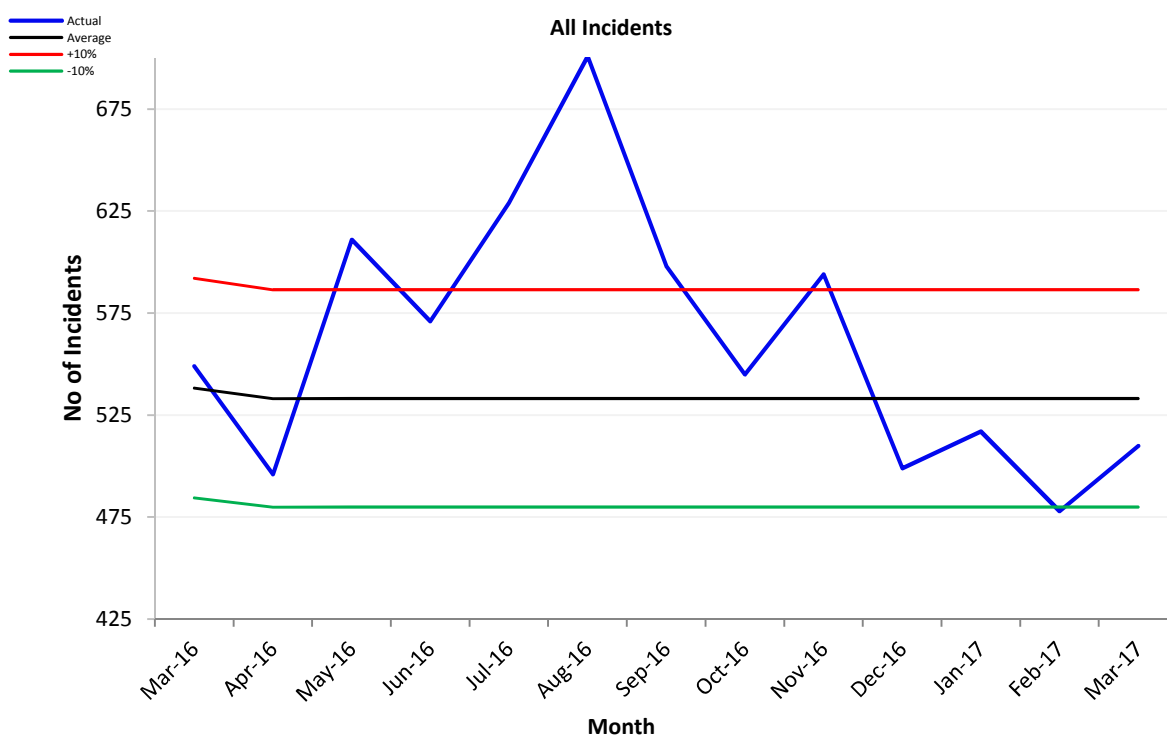

(Figure 1 – Total Incidents per month: Mar 2016 to Mar 2017)

Total Incidents	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
All Fires	1920	1887	**-1.7**
Special Services	1489	1560	**4.8**
False Alarms	3050	3302	**8.3**
Total Incidents	**6459**	**6749**	**4.5**

*(Table 1 –Total Incidents: Q1 & Q4 2015-16 and Q1 & Q4 2016-17)*

- Total Fire incidents, which include Primary, Secondary and Chimney Fires, were 1.7% lower (33 incidents) than over the same period in 2015-16. This is largely accounted for by a 3.1% decrease in the number of Secondary Fires, though the number of Primary Fires decreased by 14 incidents and still represents the largest proportion (54.5%) of all fires attended.
  - Additionally 10 Fire incidents occurred due to storm Doris.

- The number of Special Service incidents has increased by 4.8% (71 incidents) compared with the same period in 2015-16.
  - An additional 61 Special Service incidents occurred on the 23rd / 24th February when Storm Doris tore through the two counties.

- The total number of False Alarm incidents increased by 8.3% (252 incidents) compared with the same period in 2015-16.

- Whilst there has been a slight increase in 2016-17 the overall number of incidents attended has remained relatively consistent.

Total Incidents - 5 year trend - Q1 - Q4
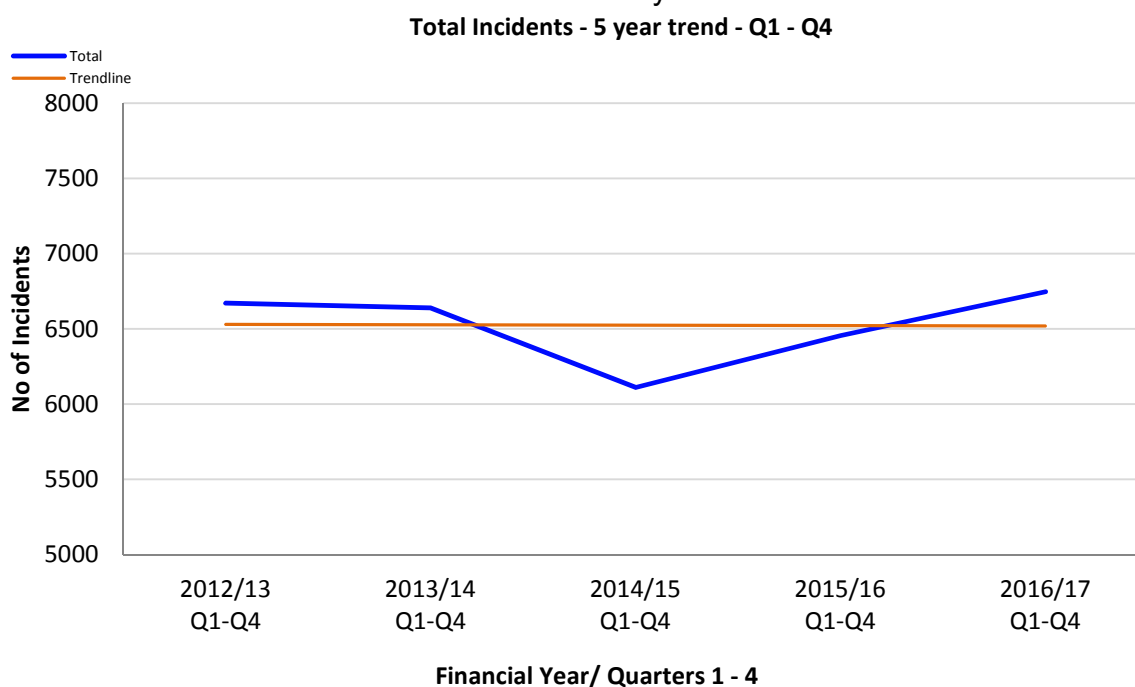
(Figure 2 – All Incidents: Q1 - Q4 2012-13 to Q1 - Q4 2016-17)

1.2 Total Number of Fires

The number of fires has reduced by 1.7% (33 incidents) in Quarter 1 - 4 2016-17 compared with the same period in 2015-16. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months from June to September. Figure 4 shows that the total number of fires in Quarter 1 - 4 has remained relatively consistent at around 1,850 over the last 5 years.
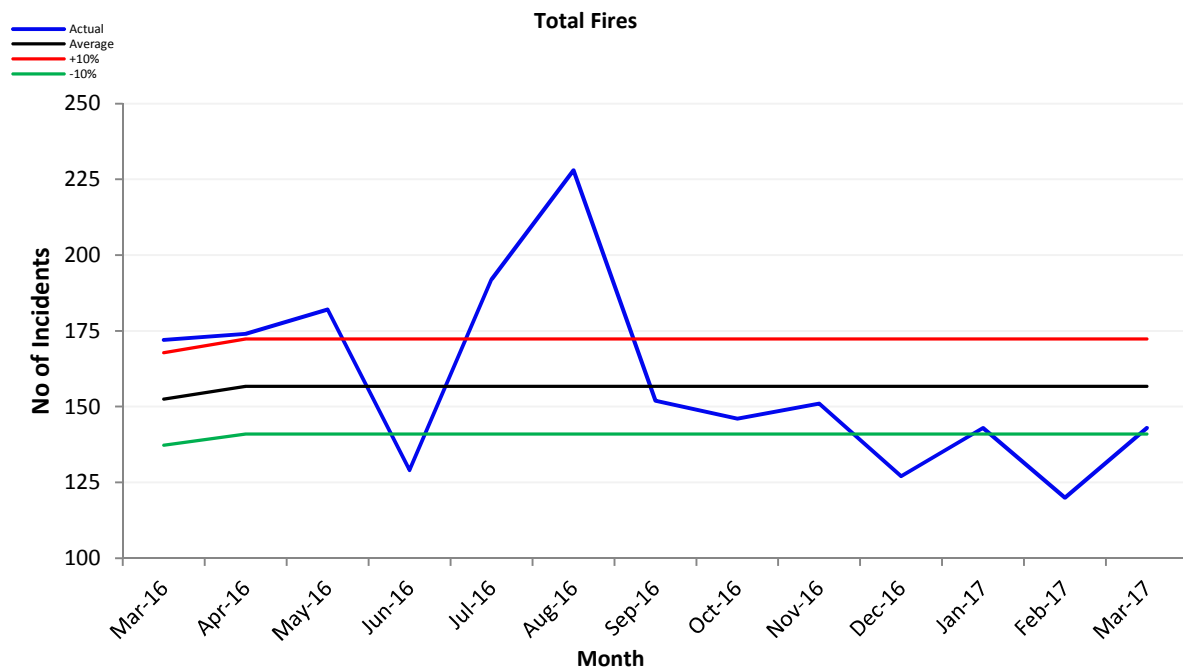
(Figure 3 – Total Fires per month: Mar 2016 to Mar 2017)
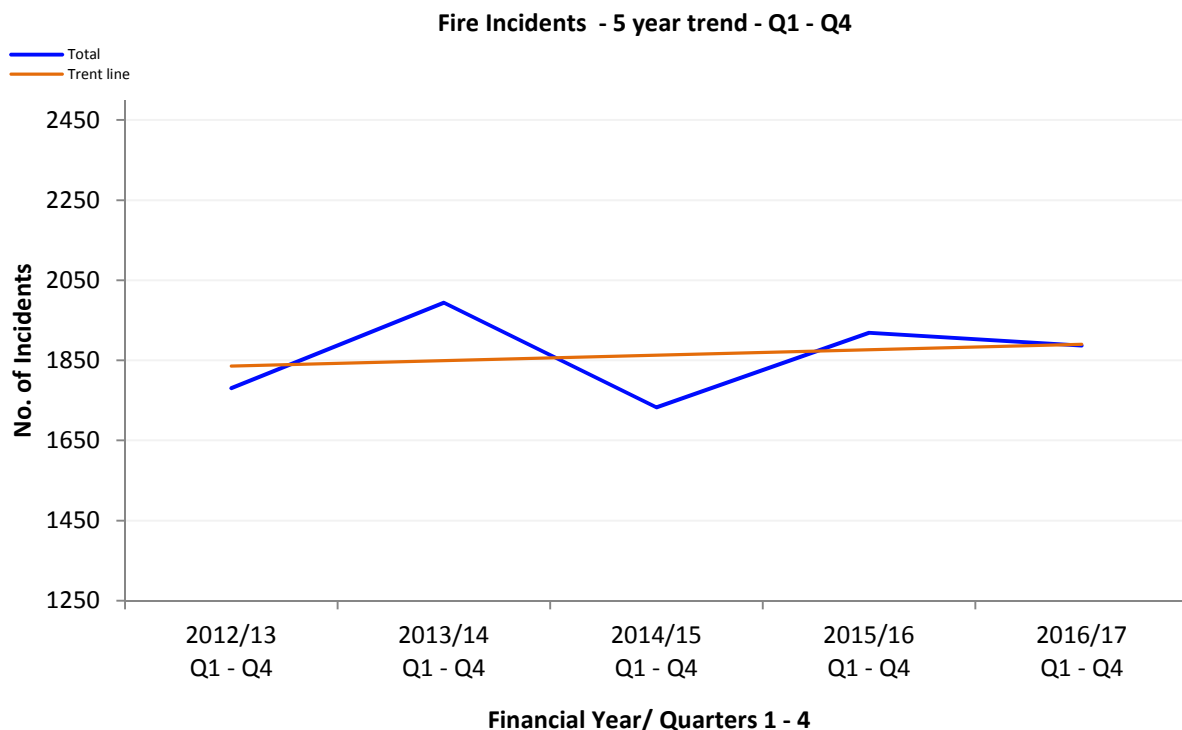
*(Figure 4 – Fire Incidents: Q1 - Q4 2012-13 to Q1 - Q4 2016-17)*

Total Fires	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
Primary Fires	1043	1029	**-1.3**
Secondary Fires	741	718	**-3.1**
Chimney Fires	136	140	**2.9**
Total Fires	**1920**	**1887**	**-1.7**

(Table 2 –Total Fires: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- The number of Primary Fire incidents decreased by 14 incidents in Quarter 1 - 4 of 2016-17 than in the same period in 2015-16, representing an decrease of 1.3%.

- The number of Secondary Fires decreased by 23 incidents (3.1%) compared with the same period in 2015-16.

- The number of Chimney Fires increased by 4 incidents (2.9%) compared with the same period in 2015-16 this is a 41% drop over a 5 year period.

- During Quarter 1 - 4, Community Risk activity included 4203 Home Fire Safety Checks (HFSCs) which target vulnerable households, 731 Business Fire Safety Checks (BFSCs) and 1248 Signposting referrals to other support agencies.

- The Fire Safety officers continued to deliver the Houses of Multi Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcements shown in Appendix 2.

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. In Quarters 1 - 4 of 2016-17, there was a decrease of 34 Building Fires compared to that within the same period of 2015-16. Outdoor Fires increased by 3 incidents with Vehicle & Transport Fires increasing by 17 when compared with the same period in 2015-16. Building Fires continue to represent the greatest proportion (60.4%) of all Primary Fires. Overall, the number of Primary Fires in Q1 - Q4 has remained relatively consistent at around 1,000 over the last 5 years (shown in Figure 6 below).
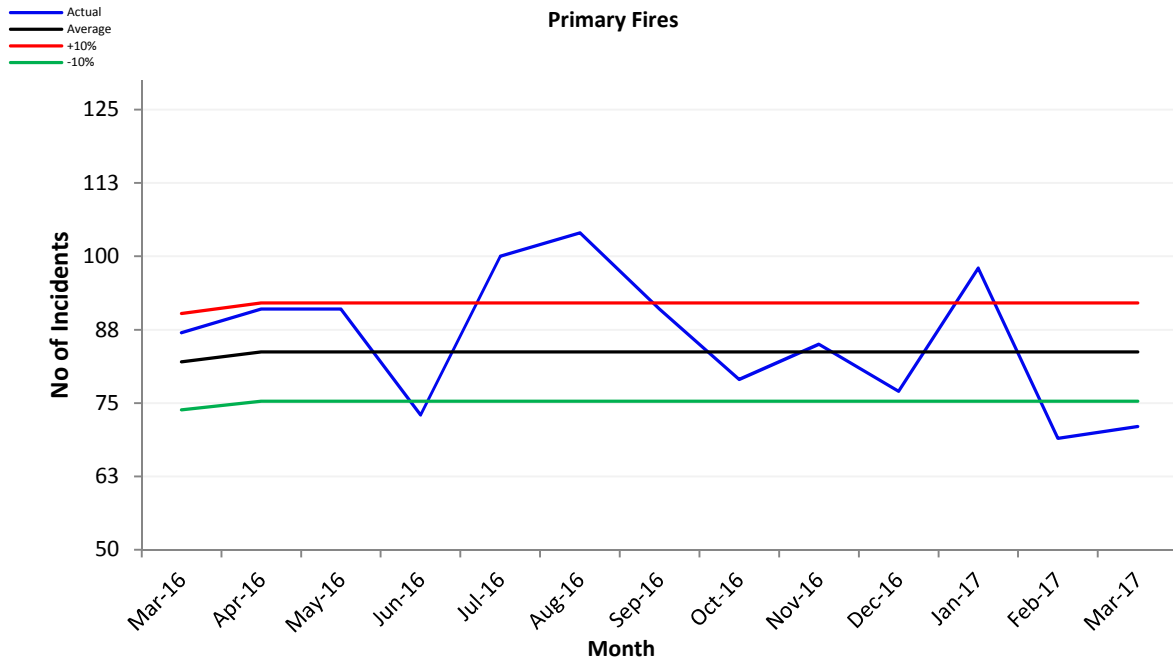
(Figure 5 – Primary Fires per month: Mar 2016 to Mar 2017)
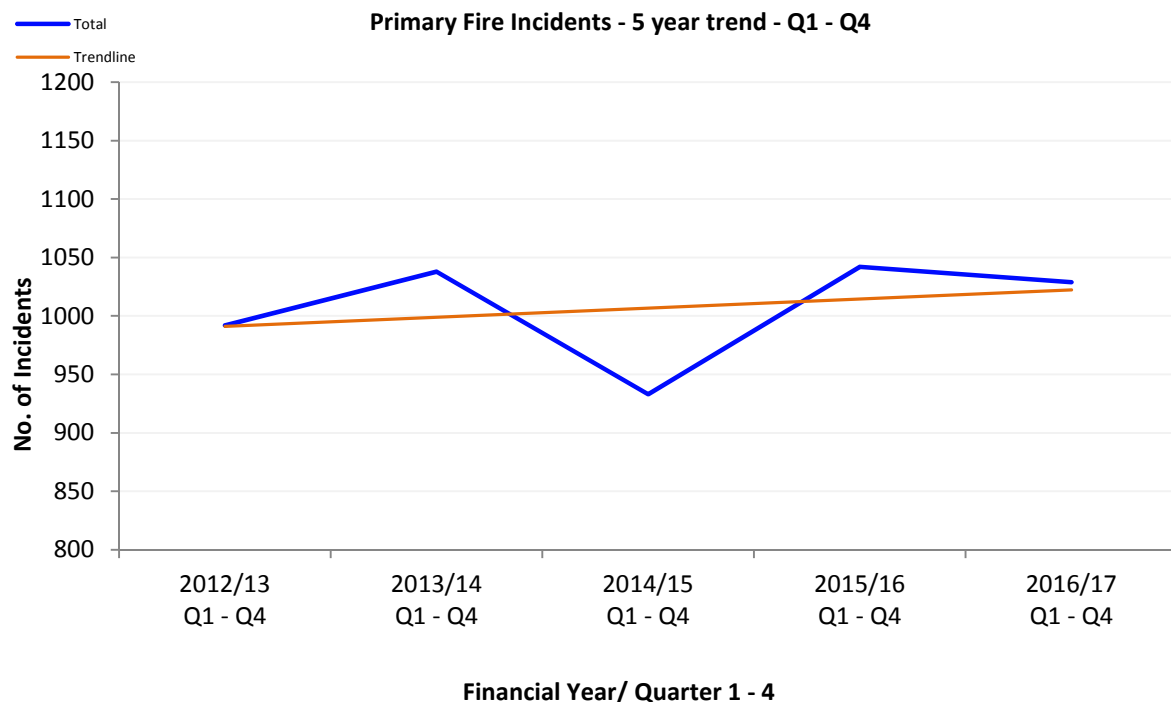
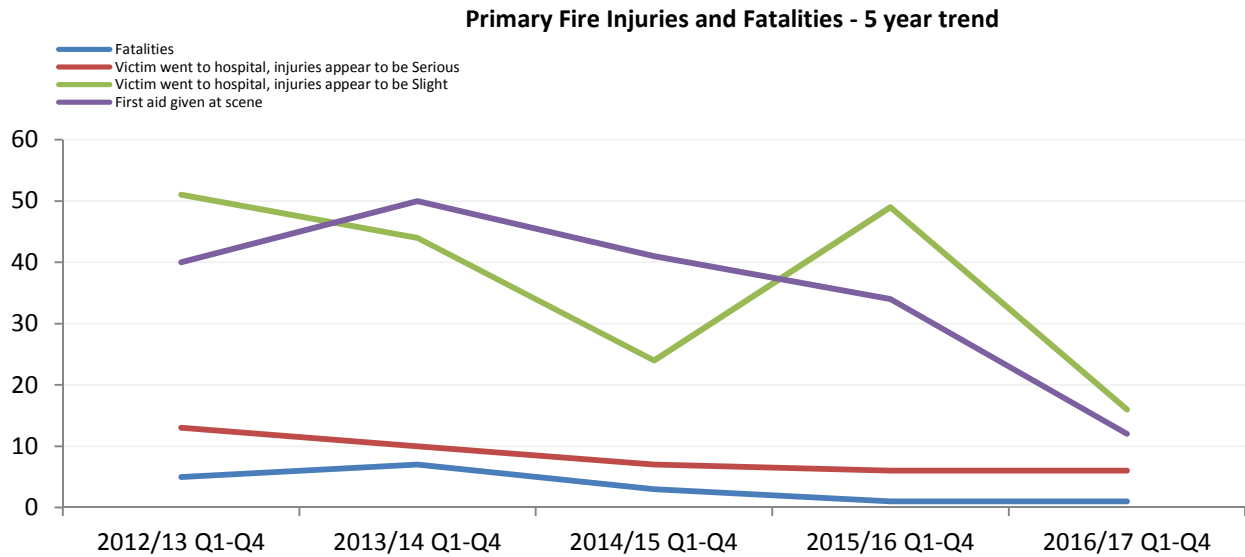*(Figure 6 – Primary Fires: Q1 - Q4 2012-13 and Q1 - Q4 2016-17)*

Primary Fires	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
Building Fires	655	621	-5.2
Vehicle & Transport Fires	285	302	6.0
Outdoor Fires	103	106	2.9
Total	1043	1029	-1.3

(Table 3 – Primary Fires: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- The number of Building Fires decreased by 5.2% compared with the same period in 2015-16.

- There have been a total of 40 minor cell fire incidents at HMP Hewell in Q1 - Q4. Whilst the Fire Service do not have jurisdiction over prisons, Community Risk and local crews are working with HMP Hewell and the Crown Premises Inspection Group to reduce incident numbers.

- Technical Fire Safety continues to work with businesses and post-fire audits are completed following all fires in business premises.

- Vehicle & Transport Fires increased by 6.0% (17 incidents) compared with the same period in 2015-16. Car Fires continue to account for the greatest proportion (60.3%) in this category with 182 incidents.

- Primary Outdoor Fires are at (106 incidents) in 2016-17 compared with (103 incidents) in the same period in 2015-16. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.

Primary Fires Casualty: severity	Q1-Q4 2015-16	Q1-Q4 2016-17	% 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	35	16	-54.3
First aid given at scene	28	12	-57.1
Total	67	35	-47.8

(Table 4 – Primary Fires Casualties: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

**Primary Fire Injuries and Fatalities - 5 year trend**

(Figure 7 – Primary Fires: Q1 - Q4 2012-13 and Q1 - Q4 2016-17)

- There was 1 fatality at a Primary Fire during Q1 - Q4 in 2016-17.

- Casualties who attended hospital with apparent 'serious' injures increased from 3 to 6; however those who attended hospital with apparent 'slight' injuries decreased making the overall a 54.3% decrease.

- The greatest proportion of injuries reported were under the categories 'Victim went to hospital, injuries appear to be Slight' and 'First Aid given at scene' which have both reduced to 45.7% and 35.3% respectively when compared with the same period in 2015-16.

1.4 Secondary Fires

Secondary Fires include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was a 3.1% decrease (23 incidents) in Secondary Fires in Quarter 1 - 4 of 2016-17 compared with the same period in 2015-16. This is mostly accounted for by a decrease in Other Outdoors incidents (including land) due to the wetter than usual weather in Quarters 1 & 2 of 2016 compared to 2015.
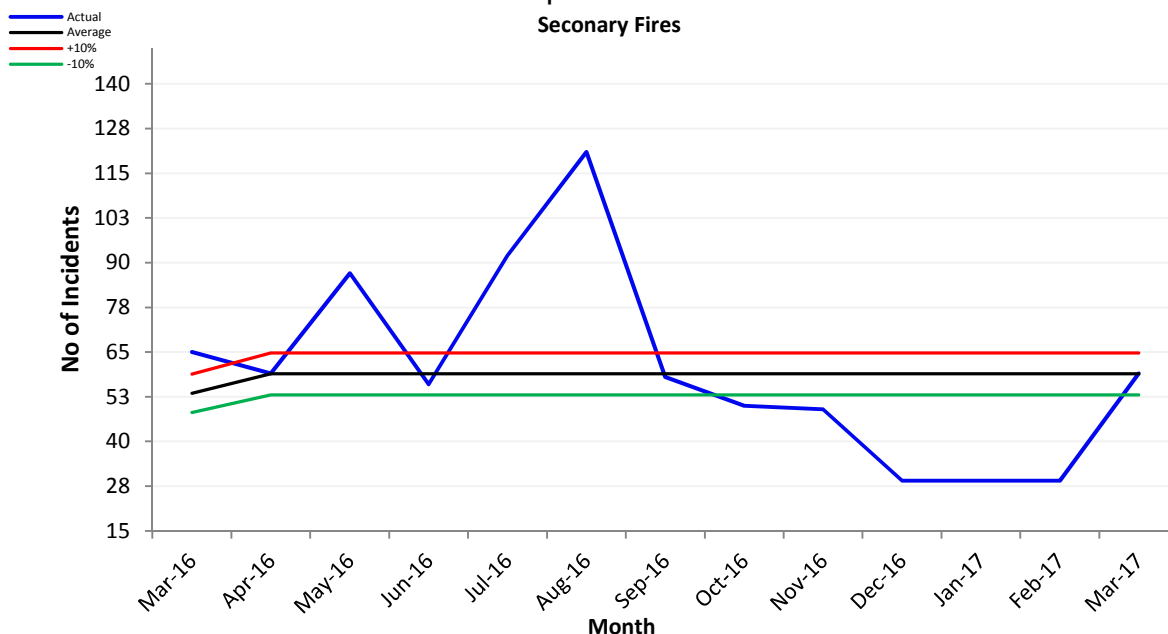
*(Figure 8 – Secondary Fires per month: Mar 2016 - Mar 2017)*

Secondary Fires	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
Grassland, Woodland and Crop	287	252	**-12.2**
Other Outdoors (including land)	229	171	**-25.3**
Outdoor equipment & machinery	12	17	**41.7**
Outdoor Structures	177	222	**25.4**
Building & Transport	36	56	**55.6**
Total	**741**	**718**	**-3.1**

(Table 5 – Secondary Fires: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- Grassland, Woodland and Crop Fires represent the greatest proportion (35.1%) of all Secondary Fires.

- The number of Building & Transport fires increased by 55.6% in Q1 - Q4; this can be accounted for by 19 deliberate fires at a derelict school in Kidderminster. The Service has engaged in discussions with the property owner, local authority and Police about better security to stop trespassers entering the site.

- The Service carried out 32 safety campaigns during 2016-17 including "Barbecue Safety" in May and "Setup Camp" in June.

1.5. Chimney Fires

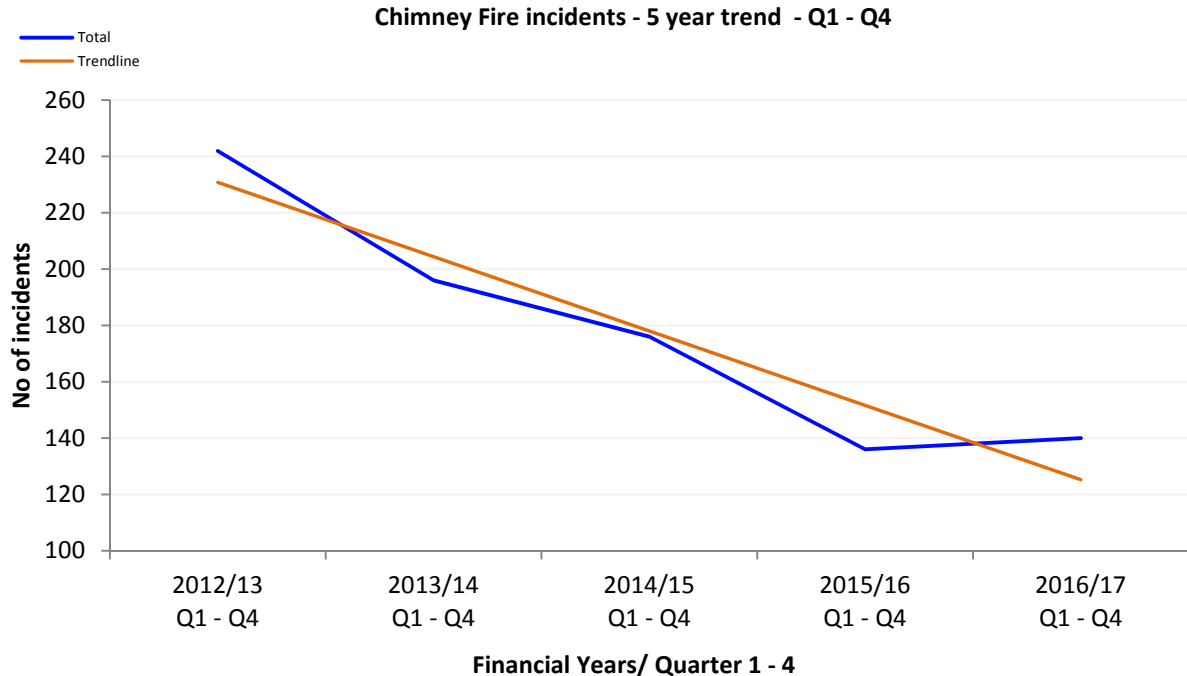The number of Chimney Fires has increased by 4 incidents in Quarter 1 - 4 of 2016-17, compared to 136 in the same period of 2015-16. The largest increase occurred during April as the weather was unseasonably mild.
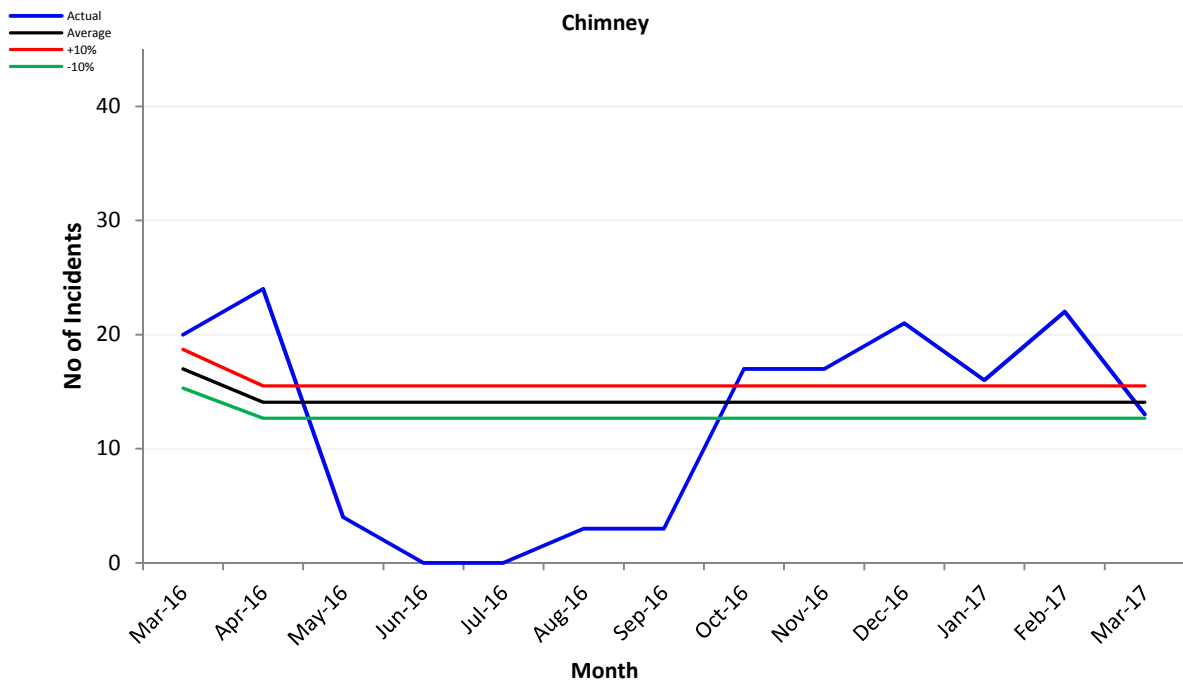
(Figure 10 - Chimney Fires per month: Mar 2016 to Mar 2017)

Overall Chimney Fires decreased 41% over a 5 year period,

(Figure 11 – Chimney Fires: Q1 - Q4 2012-13 to Q1 - Q4 2016-17)

Chimney Fires	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
April	13	24	84.6
May	6	4	-33.3
June	1	0	-100.0
July	2	0	-100.0
August	2	3	50.0
September	3	3	0.0
October	12	17	41.7
November	15	17	13.3
December	19	21	10.5
January	21	16	-23.8
February	22	22	0.0
March	20	13	-35.0
Total	**136**	**140**	**2.9**

(Table 6 – Chimney Fires: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- The total number of Chimney Fires in Quarter 1- 4 of 2016-17 was 2.9% (4 incidents) higher than in the same period of 2015-16. 24 of the 140 Chimney Fires occurred in April when the mean temperature was 2 degrees lower than the same period in the previous year. Though there has been a small increase when compared to 2015-16 this is below the 5 year average of 178 incidents.

- The Service carried out a chimney fire safety campaign in September.

2. Operational Activity - Other Non-Fire incidents

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

2.1. Special Service Incidents

The number of Special Service incidents has risen by 4.8% (71 incidents) in Quarter 1 - 4 of 2016-17 compared to the same period in 2015-16. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 38.7% of all Special Service incidents.

- The spike in February was due to Storm Doris which accounted for 36 Special Service incidents in one day.
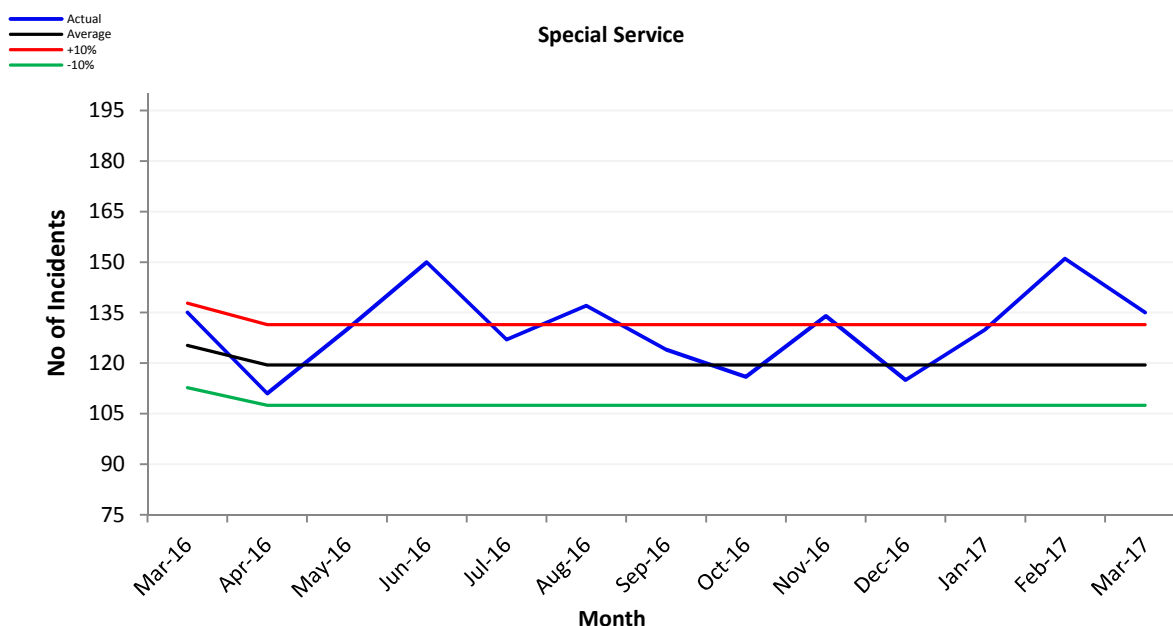
(Figure 12 – Special Service incidents per month: Mar 2016 to Mar 2017)
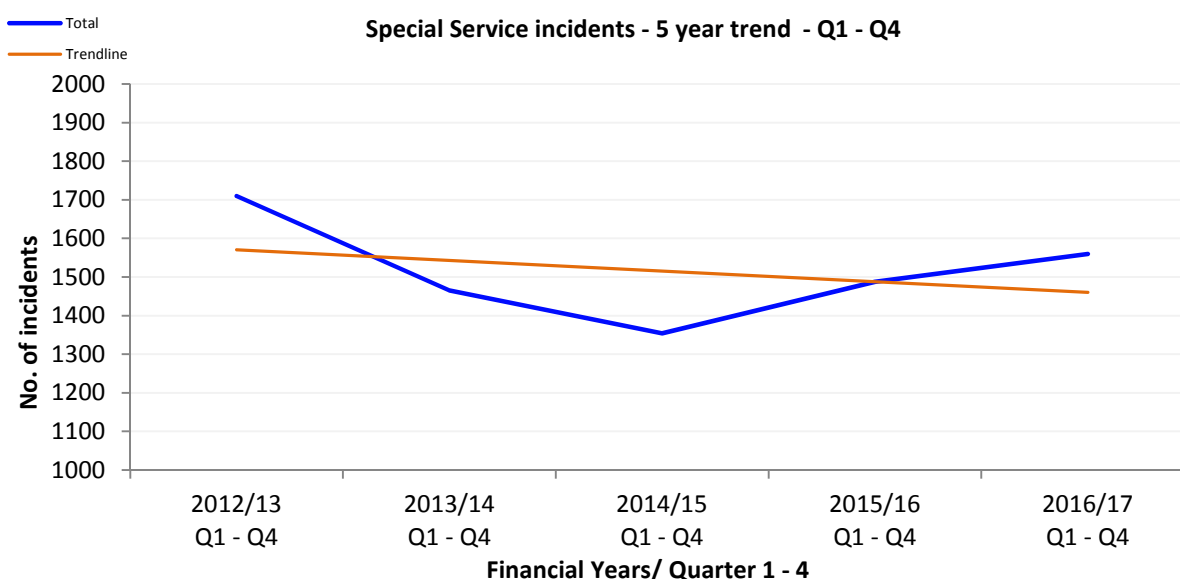
(Figure 13 – Special Service incidents: Q1 - Q4 2012-13 and Q1 - Q4 2016-17)

Special Services	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
RTC Incidents	648	603	-6.9
Flooding	66	68	3.0
Rescue/Evacuation from Water	58	39	-32.8
Animal Assistance	95	141	48.4
Other Special Services	622	709	14.0
Total	1489	1560	4.8

(Table 7 – Special Services: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- The number of RTC incidents shows a decrease of 6.9% (45 incidents) increase in Quarter 1- 4 2016-17 compared with the same period in 2015-16.

- There was an increase in the number of Flooding and Rescue/Evacuation from Water incidents in Quarter 1 - 4 of 2016-17 (2 incidents).

- The Service ran two Water Safety Awareness Weeks in May and June 2016.

- Despite a spike in 2012-13, caused by 3 days of severe flooding, the number of Special Service incidents has remained relatively consistent over the last 5 years (as shown in Figure 13).

- Other Special Service incidents increased by 87 incidents. These are incidents such as removal of objects, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies.

2.2. RTC Incidents

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

The number of RTC incidents attended in Q1 - Q4 decreased by 6.9% (45 incidents) compared to the same period in 2015-16. The majority of these incidents involved making vehicles safe (57.9% of all RTC incidents attended). Fire and Rescue crews attended 19 fatalities involving RTCs in Q1 - Q4, compared to 9 in the same period in 2015-16. The number of people seriously injured in RTCs decreased from 94 to 46 (as shown in Table 9 below).

RTC Incidents	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
Extrication of person/s	90	72	**-20.0**
Make scene safe	78	93	**19.2**
Make vehicle safe	364	349	**-4.1**
Release of person/s	57	37	**-35.1**
Wash down road	1	3	**200.0**
Other	58	49	**-15.5**
Total	**648**	**603**	**-6.9**

(Table 8 – RTC Incidents: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

RTC Casualty severity	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
Fatalities	9	19	**111.1**
Victim went to hospital, injuries appear to be Serious	94	46	**-51.1**
Victim went to hospital, injuries appear to be Slight	237	225	**-5.1**
First aid given at scene	80	67	**-16.3**
Total	**420**	**356**	**-15.0**

(Table 9 – RTC Casualty severity: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- RTC incidents that involved a fatality have been analysed and there are no trends i.e. road or vehicle type, area, time etc. This information continues to be passed on to the Community Risk Team for inclusion in their road safety initiatives such as Dying to Drive.

RTC- 5 Year trend - Q1 - Q4
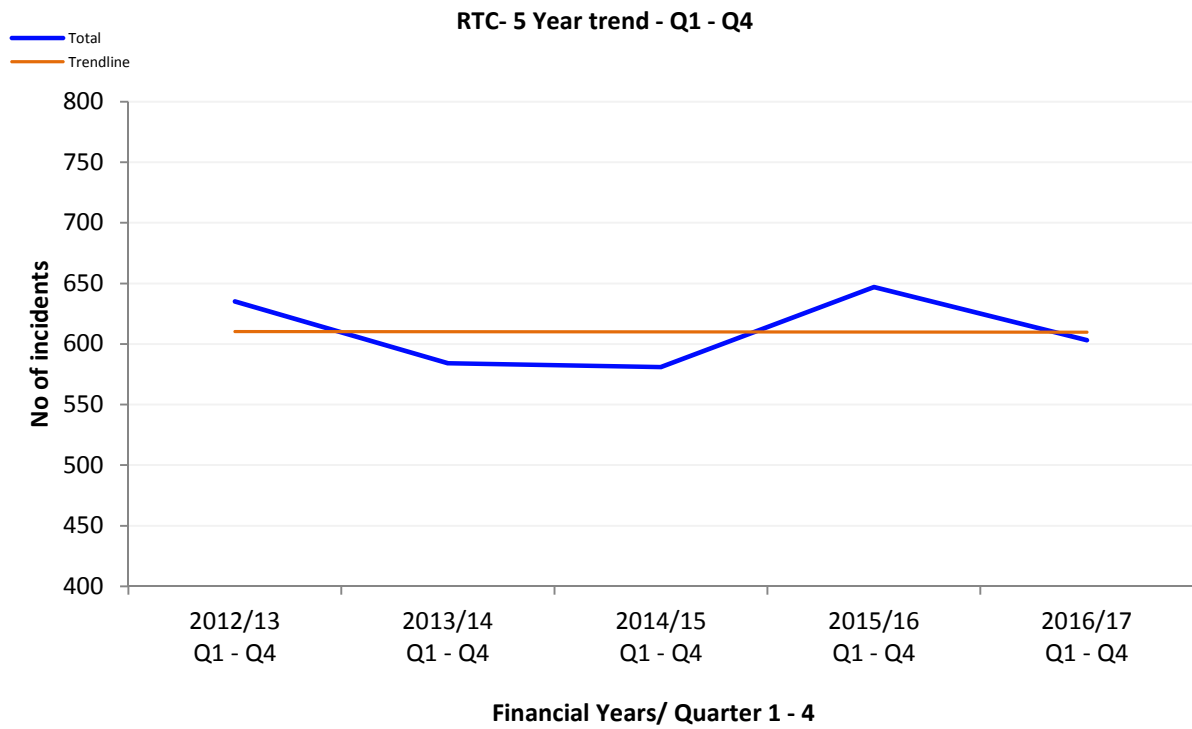
(Figure 14 – RTC Incidents per month: Q1 - Q4 2012-13 to Q1 - Q4 2016-17)

RTC - Injuries and Fatalities - 5 year trend
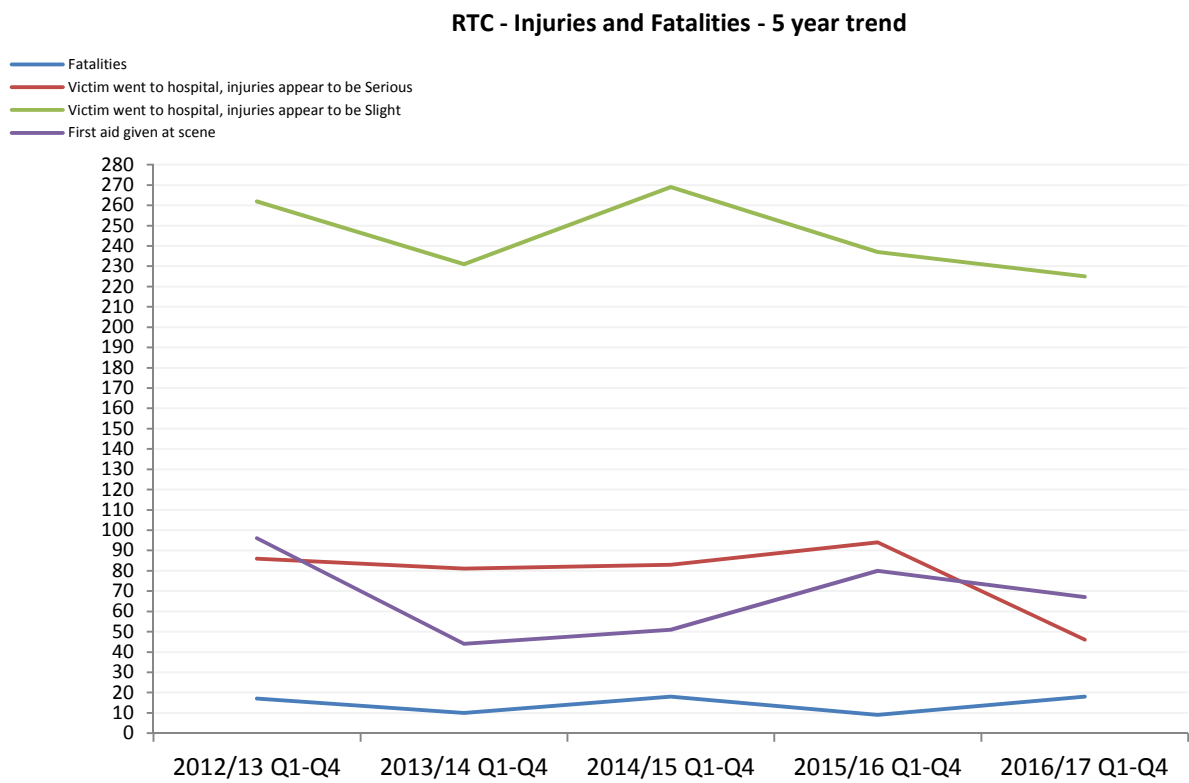

(Figure 15 – RTC Injury and fatalities quarterly data: Q1 - Q4 2012-13 to Q1 - Q4 2016-17)

2.3. False Alarm Incidents

The number of False Alarm incidents in Quarter 1 - 4 of 2016-17 shows a rise of 8.3% (252 incidents) compared to the same period in 2015-16.

- Automatic fire alarm incidents increased by 8.7% (197 incidents) in Q1 - Q4 2016-17, compared to the same period in 2015-16. The service continues to analyse the cause and location of the incident and work with premise owners to reduce call numbers.

- False alarm good intent incidents increased by 8.3% (61 incidents) in Q1- Q4 2016-17, compared to the same period in 2015-16.

- In addition, there were a further 161 False Alarms which did not require the attendance of the Fire and Rescue Service. These include those that were cancelled following rigorous call challenging by Fire Control officers and those where the Fire Appliances were 'returned en route' following the receipt of further information from Fire Control.
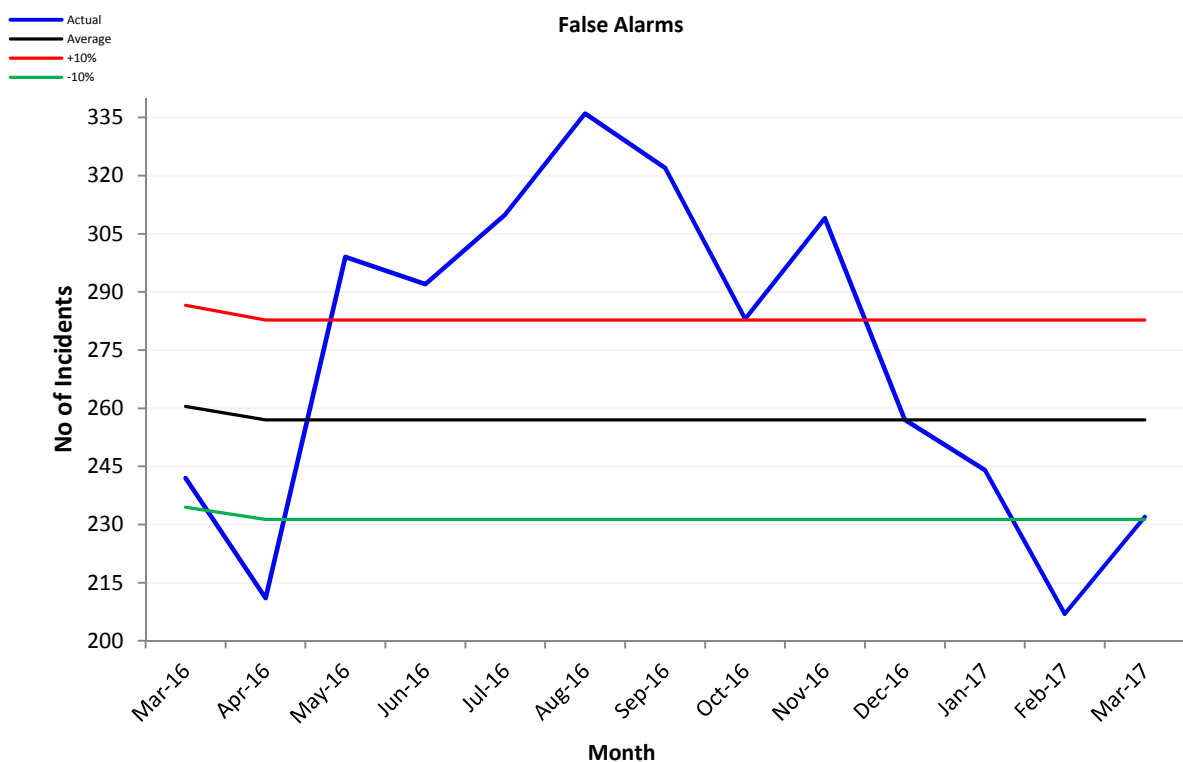
(Figure 16 – False Alarm incidents per month: Mar 2016 to Mar 2017)

False Alarms - 5 year trend - Q1 - Q4
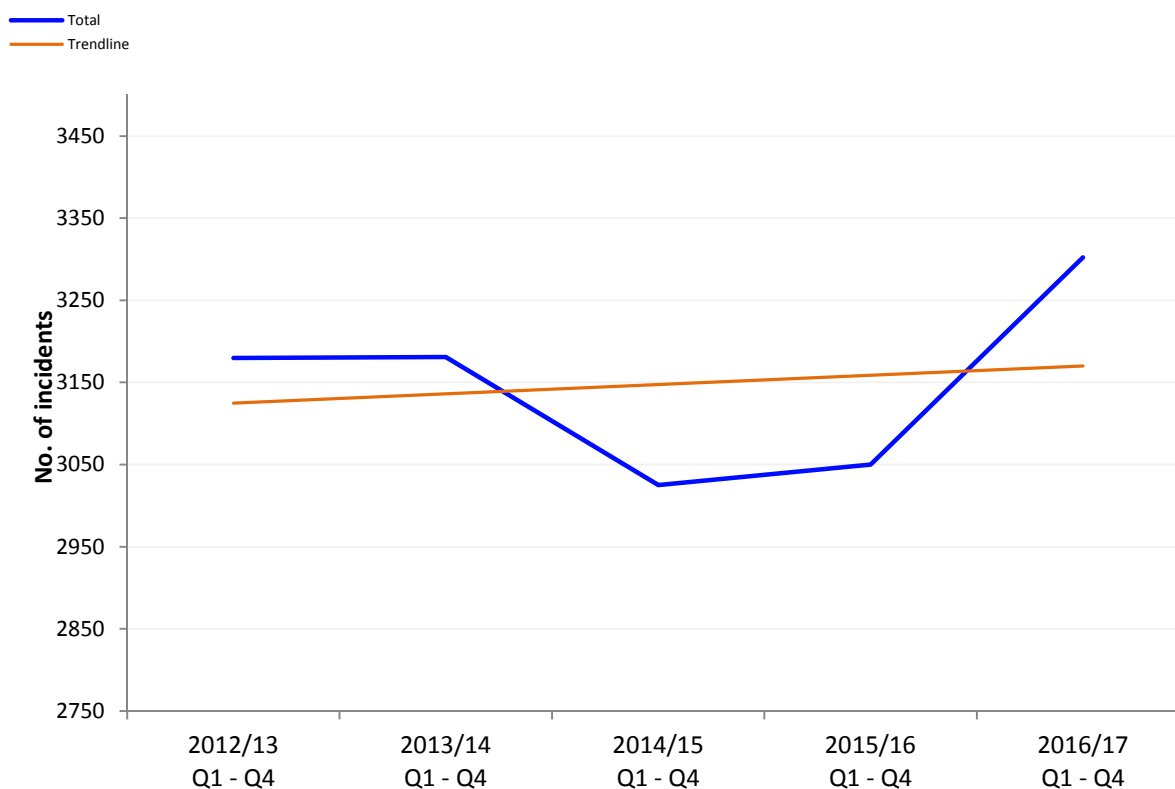
(Figure 17 – False Alarm incidents: Q1 - Q4 2012-13 to Q1 - Q4 2016-17)

False Alarms	Q1-Q4 2015-16	Q1-Q4 2016-17	% change
Malicious False Alarms	51	45	**-11.8**
False Alarm Good Intent	733	794	**8.3**
False alarm due to Apparatus	2266	2463	**8.7**
Total	**3050**	**3302**	**8.3**

(Table 10 – False Alarms: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- Though False Alarm due to Apparatus has increased by 8.7% (197 incidents) 68 of these incidents occurred due to one faulty systems. Overall an increase of (143 incidents) due to Faults in systems at properties when compared to the same period in 2015-16.

- An increase of 27 False Alarms due to Apparatus also occurred at hospitals in 2016-17 compared to the same period in 2015-16.

- Cooking/Burnt toast accounted for the largest proportion of False alarm due to Apparatus at (464 incidents) followed by Faults in systems at (463 incidents).

- Private/Domestic garden/allotment (vegetation not equipment/building) and small refuse/rubbish/recycle containers (excluding wheelie bin) accounting for the largest increases for False Alarm Good Intent (41 incidents) in total.

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3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The sickness level for all staff in Quarters 1 - 4 of 2016-17 have increased compared to Quarters 1 - 4 in 2015-16 to 6.08 days lost per head and remains below the 5-year average of 6.22 days lost per head. The overall staff sickness level continues to compare favourably with sickness levels of 9.63 for Herefordshire County Council.

3.1. All Staff Sickness
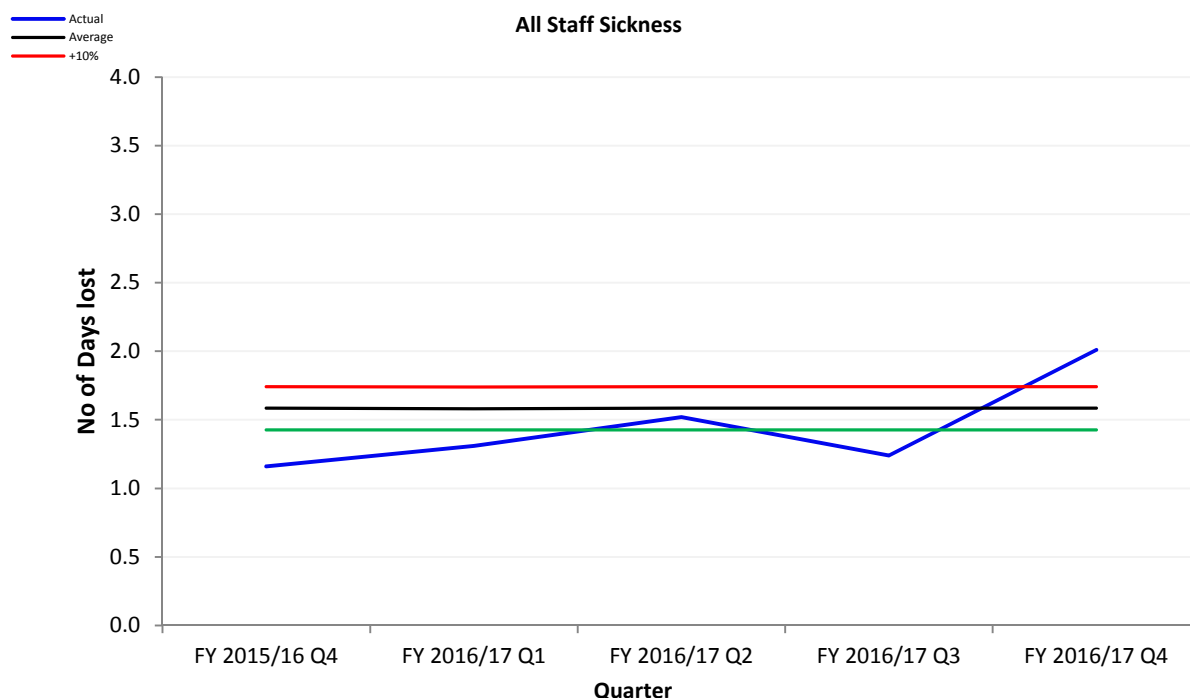
(Figure 17 – All Staff Sickness: Q4 2015-16 to Q1 - Q4 2016-17)

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	0.59	0.72	1.31
Quarter 2	0.60	0.92	1.52
Quarter 3	0.48	0.76	1.24
Quarter 4	0.80	1.21	2.01
Total	**2.47**	**3.61**	**6.08**

(Table 11 – All Staff Sickness: Q1 - Q4 2016-17)

- There is 1 non-uniformed personnel on long term sickness that has accounted for the increase in Q4.

Quarters 1 - 4 of 2016-17 saw a small increase in overall sickness compared to the same period in 2015-16 (6.08 to 5.91 days lost). The total of 6.08 days lost per head remains below the average of 6.22 over the last five years (see figure 18). Long-term sickness continues to form the greatest proportion representing 60.0% of all sickness.

All staff sickness - 5 year trend

(Figure 18 – All staff sickness: Q1 - Q4 from 2012-13 to Q1 - Q4 2016-17)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Quarters 1 - 4 of 2016-17 has risen out of tolerance level in Q4 but still lower than the 5 year average.

Non Uniform Staff Sickness
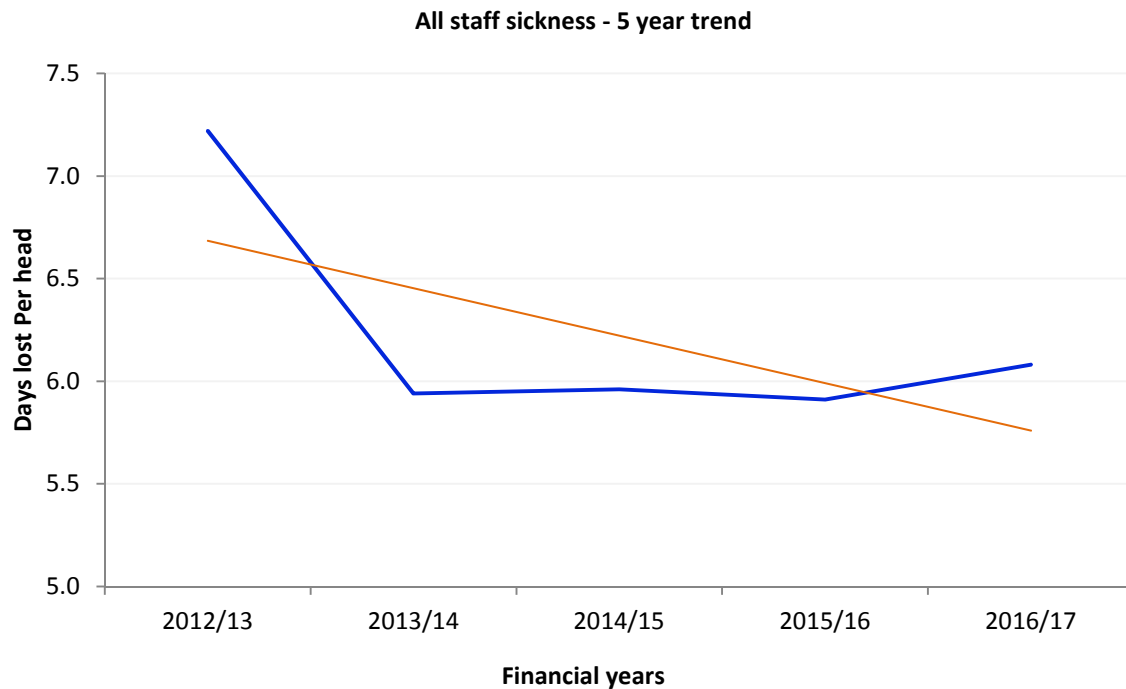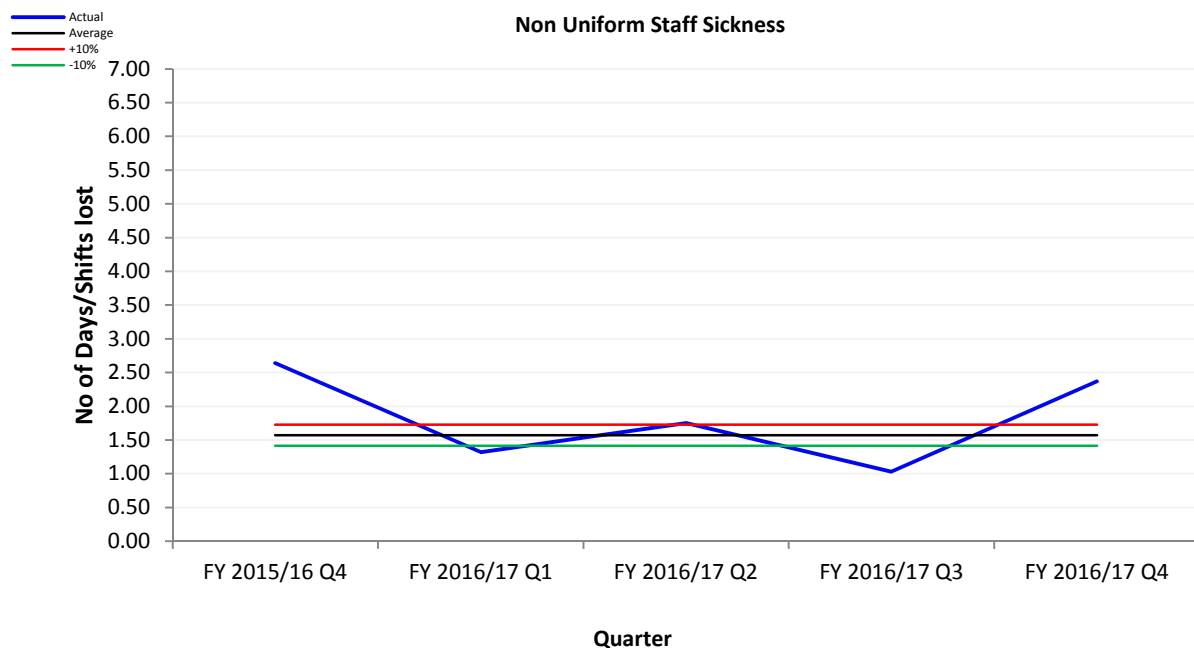
(Figure 19 – Non-Uniform Staff Sickness: Q4 2015-16 to Q1 - Q4 2016-17)

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	0.60	0.70	1.30
Quarter 2	0.66	1.05	1.71
Quarter 3	0.48	0.55	1.03
Quarter 4	0.95	1.42	2.37
Total	**2.69**	**3.72**	**6.41**

(Table 12- Non-Uniform Staff Sickness: Q1 - Q4 2016-17)

- Long-term sickness continues to be the largest proportion of sickness.

- There is 1 person on long term sickness with a non-work related illness.

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness has increased in Q4 but has remained within tolerance levels.

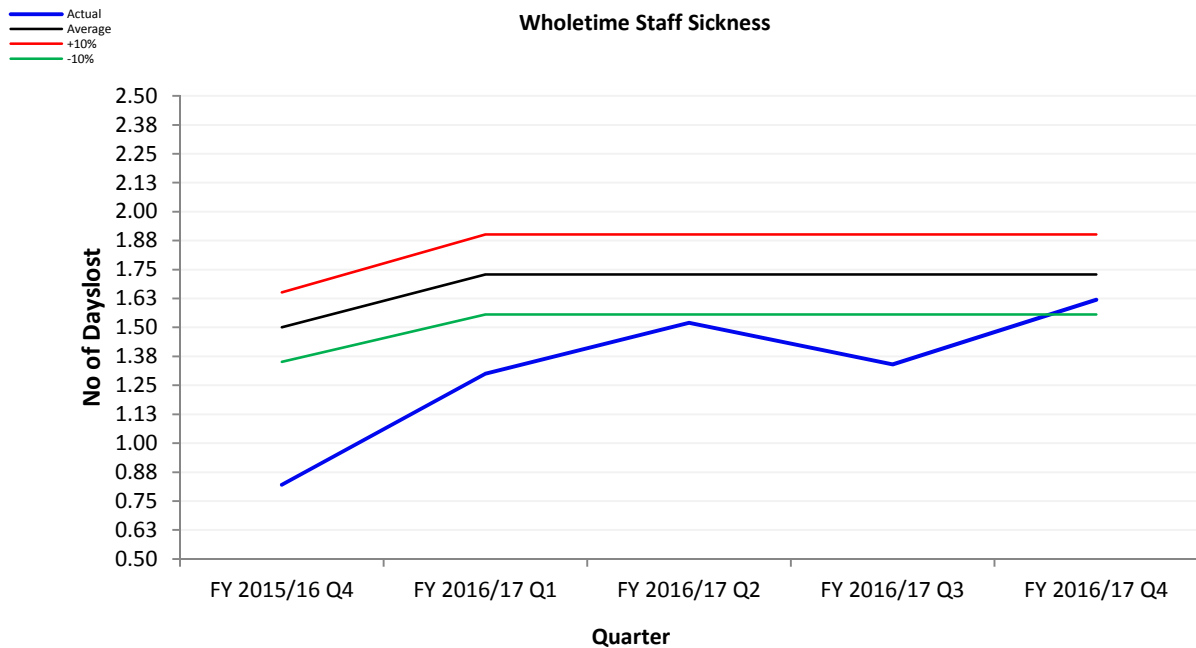*(Figure 20 – Wholetime Staff Sickness: Q4 2015-16 to Q1 - Q4 2016-17)*

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	0.59	0.72	1.31
Quarter 2	0.63	0.89	1.52
Quarter 3	0.52	0.81	1.33
Quarter 4	0.65	0.97	1.62
Total	**2.39**	**3.39**	**5.78**

(Table 13 – Wholetime Staff Sickness: Q1 - Q4 2016-17)

- Though there has been an increase in both short and long-term sickness Wholetime Staff Sickness has remained within tolerance.

3.4 Comparative All Staff Sickness

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

Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
HWFRS	2.47	3.61	6.08
Herefordshire Council	N/A	N/A	9.63
Worcestershire County Council	3.17	5.75	8.92

(Table 14 – Comparative All Staff Sickness: Q1 - Q4 2016-17)

- The latest figures for Quarter 1 - 4 of 2016-17 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

In addition to the totals for Special Service and False Alarms being out of tolerance for Q1 - Q4, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside the 10% tolerance level.

4.1 Attendance Standards – 1st Fire Appliance at Building Fires

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first Fire Appliance to arrive at all Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarter 1 - 4 was 58.2%.

1st Fire Appliance attendance at Building Fires within 10 minutes	Q1-Q4 2015-16	Q1-Q4 2016-17
Building Fires attended within 10 minutes	404	384
Total number of Building Fires attended	671	660
% attended within 10 minutes	**60.2%**	**58.2%**

(Table 15 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1-Q4 2015-16 and Q1-Q4 2016-17)

1st Fire Appliance attendance at Building Fires - average times	Q1-Q4 2015-16 (mm:ss)	Q1-Q4 2016-17 (mm:ss)
Time of Call until Time Appliance Mobilised	01:57	02:18
Mobile Time until Appliance Arrival at Scene	07:54	08:18
Time of Call to Arrival at Scene	**09:51**	**10:36**

(Table 16 –1st Fire Appliance attendance at Building Fires average times: Q1-Q4 2015-16 and Q1-Q4 2016-17)

- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance (60.4% of incidents).

Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes		
Travel distance to the incident		123
Turn in time (Retained and Day Crew only)		58
Other: insufficient information received, traffic conditions, simultaneous incidents etc.		6
	Total	**187**

(Table 17 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 - Q4 2016-17)

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

- The attendance standard was developed prior to the introduction of the current Fire Control system and there is no exact match between a time recorded in the new 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.

5. Retained Availability

The overall availability of the first On-Call Fire Appliance has slightly increased by 0.8%, when compared with the same period of 2015-16.

Call sign	Station	County Council	Q1-Q4 Availability 2015-16	Q1-Q4 Availability 2016-17	% Change
542	Bromyard	Herefordshire	99.6%	99.5%	-0.1%
481	Eardisley	Herefordshire	93.5%	94.6%	1.1%
472	Ewyas Harold	Herefordshire	98.9%	98.8%	-0.1%
431	Fownhope	Herefordshire	79.3%	86.0%	6.7%
463	Hereford	Herefordshire	97.1%	98.4%	1.3%
511	Kingsland	Herefordshire	98.2%	99.0%	0.8%
492	Kington	Herefordshire	98.4%	95.9%	-2.5%
422	Ledbury	Herefordshire	97.9%	96.5%	-1.4%
502	Leintwardine	Herefordshire	96.4%	97.9%	1.5%
522	Leominster	Herefordshire	99.9%	99.9%	0.0%
552	Peterchurch	Herefordshire	95.2%	91.8%	-3.4%
442	Ross-on-Wye	Herefordshire	100.0%	100.0%	0.0%
452	Whitchurch	Herefordshire	85.4%	82.5%	-2.9%
231	Bewdley	Worcestershire	76.9%	77.2%	0.3%
302	Broadway	Worcestershire	85.9%	90.6%	4.7%
251	Bromsgrove	Worcestershire	90.4%	88.8%	-1.6%
261	Droitwich	Worcestershire	69.4%	75.5%	6.1%
281	Evesham	Worcestershire	89.9%	91.8%	1.9%
241	Kidderminster	Worcestershire	80.3%	73.1%	-7.2%
411	Malvern	Worcestershire	96.8%	97.7%	0.9%
291	Pebworth	Worcestershire	79.5%	84.1%	4.6%
311	Pershore	Worcestershire	91.7%	94.9%	3.2%
271	Redditch	Worcestershire	97.2%	97.2%	0.0%
221	Stourport	Worcestershire	72.0%	78.1%	6.1%
532	Tenbury	Worcestershire	96.0%	97.8%	1.8%
322	Upton upon Severn	Worcestershire	94.0%	93.0%	-1.0%
213	Worcester	Worcestershire	97.5%	98.2%	0.7%
Total Hours Available			**91.0%**	**91.8%**	**0.8%**

(Table 18 – 1st Appliance Retained Availability: Q1 - Q4 2015-16 and Q1 - Q4 2016-17)

- Ross-on-Wye On-Call Crews maintained a 100% availability rate during Quarters 1 - 4 of 2016-17.

- Areas where cover has fallen can be accounted for by a loss of daytime cover. Stations are actively recruiting in these areas.

- 70.4% of On-Call availability was above 90% during Quarters 1 - 4 in 2016-17.

5. No of incidents per station ground

- Number of incidents recorded in each station ground area.

Station Ground	County Council	False Alarm	Fire	Special Service	Total
Bromyard	Herefordshire	28	31	40	99
Eardisley	Herefordshire	8	15	9	32
Ewyas Harold	Herefordshire	8	10	5	23
Fownhope	Herefordshire	11	4	5	20
Hereford	Herefordshire	420	203	169	792
Kingsland	Herefordshire	13	20	12	45
Kington	Herefordshire	11	13	8	32
Ledbury	Herefordshire	53	47	30	130
Leintwardine	Herefordshire	5	7	6	18
Leominster	Herefordshire	83	52	28	163
Peterchurch	Herefordshire	3	16	5	24
Ross-on-Wye	Herefordshire	67	56	56	179
Whitchurch	Herefordshire	11	11	9	31
Bewdley	Worcestershire	21	36	16	73
Broadway	Worcestershire	31	13	11	55
Bromsgrove	Worcestershire	285	155	150	590
Droitwich	Worcestershire	125	87	92	304
Evesham	Worcestershire	183	113	73	369
Kidderminster	Worcestershire	421	225	165	811
Malvern	Worcestershire	220	98	106	424
Pebworth	Worcestershire	10	11	7	28
Pershore	Worcestershire	93	47	26	166
Redditch	Worcestershire	422	238	181	841
Stourport	Worcestershire	66	55	37	158
Tenbury	Worcestershire	17	18	15	50
Upton upon Severn	Worcestershire	27	18	37	82
Worcester	Worcestershire	660	288	262	1210
Total		**3302**	**1887**	**1560**	**6749**

(Table 19 – Incidents per station ground: Q1 - Q4 2016-17)